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## ABSTRACT

This report documents activities and accomplishments of the Rehabilitation Services Administration and the National Institute on Disability and Rehabilitation Research during fiscal year 1995 as mandated under the Rehabilitation Act of 1973. An executive summary briefly describes the programs authorized under the Act and highlights major activities. Following the executive summary, the report is organized according to the Act's titles and sections. Individual sections address the following topics: general provisions (such as the Office of the Commissioner and the Clearinghouse on Disability Information); Title I (e.g., the State Vocational Rehabilitation Services Program); Title II (the National Institute on Disability and Rehabilitation Research); Title III (rehabilitation training, special projects providing supported employment services to individuals with severe disabilities, and vocational rehabilitation service projects for migratory agricultural workers and seasonal farmworkers with disabilities); Title IV (the National Council on Disability); Title V (employment of people with disabilities in the federal government, architectural and transportation barriers, and electronic and information technology accessibility); Title VI (projects with industry and the State Supported Employment Services Program); Title VII (independent living services and centers); and Title VIII (demonstration activities and rehabilitation training). (DB)

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# Annual Report

To the President and to the Congress  
Fiscal Year 1995

On Federal Activities Related to the  
Rehabilitation Act of 1973, as Amended

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**REHABILITATION SERVICES ADMINISTRATION**

**FREDRIC K. SCHROEDER, COMMISSIONER**


**EDWARD HOFER, EDITOR**

## FOREWORD

The Rehabilitation Services Administration (RSA) continues its strong commitment to leadership and effective administration of the programs and benefits for individuals with disabilities under the Rehabilitation Act of 1973 (act), as amended. The act provides the legislative basis for programs and activities to assist individuals with disabilities in the pursuit of meaningful employment, independence and self-sufficiency, and full integration into community life. This report provides a comprehensive description of the activities of RSA and of the National Institute on Disability and Rehabilitation Research (NIDRR), both components of the Office of Special Education and Rehabilitative Services, U.S. Department of Education, during FY 1995 and describes our successes in meeting the intent and the mandates of the act.

The report also contains information on activities of the other federal agencies responsible for administering certain sections of the act. I would like to acknowledge the contributions by the National Council on Disability; the Architectural and Transportation Barriers Compliance Board; the U.S. Department of Labor, Office of Federal Contract Compliance Programs; the U.S. Department of Justice, Office for Civil Rights; and the General Services Administration in making this report a comprehensive summary of Federal accomplishments under the act.

RSA and these other federal agencies continue to strive for effective and efficient programs that provide opportunities for individuals with disabilities to participate in the mainstream of society through increased employment and independence. In working together, we hope to bring about significant changes in programs and services to enhance the lives of individuals with disabilities in our society.



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Fredric K. Schroeder  
Commissioner

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# Executive Summary

# **General Provisions**

## EXECUTIVE SUMMARY

This report to the President and to the Congress is required by Section 13 of the Rehabilitation Act of 1973, as amended (the Act). The report describes activities under the Act from October 1, 1994 through September 30, 1995. The report is organized following the titles and sections in the Act. The appendices contain data from various reports required in the Act and regulations. Summaries of the data in the appendices and their impact are included in the body of the report where appropriate.

The executive summary contains brief information about the programs authorized under the Act and highlights of what will be found in the various sections of the report.

## GENERAL PROVISIONS

### Sections 3 and 12 Office of the Commissioner

The Act makes the Commissioner of the Rehabilitation Services Administration (RSA) the principal Federal official responsible for administering the State-Federal vocational rehabilitation system, evaluating the programs funded under the Act, and monitoring discretionary grant programs and the State vocational rehabilitation (VR) agencies' execution of their responsibilities under the Act. RSA's central and ten regional offices provide technical assistance and leadership to assist states and other grantees in strengthening programs providing services to individuals with disabilities, especially individuals with severe disabilities.

Under the leadership of Commissioner Schroeder, a number of special initiatives were undertaken in FY 1995. Of particular note are those initiatives undertaken relative to: (1) increasing the employment opportunities of persons with disabilities; (2) fostering cooperative relationships between RSA and other organizations; and (3) streamlining and improving systems and processes. Specific accomplishments include:

- o the signing of a cooperative agreement between RSA and the National Endowment for the Arts to heighten both rehabilitation and arts professionals awareness of careers in the arts as viable options for persons with disabilities;
- o Cooperative efforts between RSA and business and industry, State agencies, rehabilitation professionals, and consumer groups in the planning of a national employment conference;

- o Joint effort between RSA and the Council of State Administrators of Vocational Rehabilitation to streamline the current vocational rehabilitation service delivery system. The objective of this effort was to shift the focus of the system from process outputs to employment outcomes.
- o Initial development of a new and improved grants monitoring system.

#### Section 12(a)(4)

##### American Rehabilitation magazine

Publication of the RSA journal, American Rehabilitation (AR), is an ongoing activity under this section of the Act. Three issues--including the 75th Anniversary issue designated as the Autumn\Winter 1995 issue--were published in 1995. Each issue focused on one special area of rehabilitation and was disseminated to at least 15,000 readers. It is estimated that upwards of 45,000 people read articles reproduced from the magazine for training and other purposes.

#### Section 14

##### Evaluation

Federal Funds \$1,587,000

Section 14 of the Act requires the Secretary in consultation with the Commissioner to evaluate all programs authorized by the Act, including their effectiveness in relation to their cost, their impact on related programs, and their structure and mechanisms for delivery of services, using appropriate methodology and evaluative research design. It requires that standards be established and used for the evaluations and that the evaluations be conducted by persons not immediately involved in the administration of the program or project being evaluated. Two projects ended in Fiscal Year 1995, three were continued, and one was initiated.

#### Section 15

##### The Clearinghouse on Disability Information

The Clearinghouse on Disability Information responds to inquiries from individuals with disabilities, their families, agencies, information providers, and the general public. Major areas of emphasis are information on Federal funding, Federal legislation affecting persons with disabilities, and identification of other information resources. During FY 1995, the clearinghouse responded to 11,601 written requests and 927 telephone inquiries.

## Section 21

### Traditionally Underserved Populations

The Commissioner of the Rehabilitation Services Administration (RSA) is required, under Section 21 to develop a plan to mobilize the resources of the nation to prepare minorities for careers in vocational rehabilitation, independent living, and related services and to ensure that individuals with disabilities from minority backgrounds have equal access to services provided under these programs. In order to respond to this mandate, RSA has funded the eleven Regional Continuing Education Programs (RCEPs) to implement a RSA Rehabilitation Cultural Diversity Initiative (RSA-RCDI).

FY 95 was a transition year during which the RSA-RCDI began a phase out of the broader issues related to cultural diversity, and initiation of the capacity building activities as specified under the act.

During FY 1995 the RSA-RCDI:

- o Sponsored The Higher Education Minority Enterprise (THEME), Rehabilitation Capacity Building Workshop;
- o Sponsored the annual meeting of the Consortium of Administrators of Native American Rehabilitation (CANAR) Conference;
- o Participated in the Annual Conference of the National Association of Multicultural Rehabilitation Concerns (NAMRC);
- o Provided training & technical assistance to college presidents on capacity building during the National Association for Equal Opportunity in Higher Education (NAFEO) Conference;
- o Began development of profiles of minority institutions; and,
- o Conducted training of state agency and client assistance program personnel on cultural diversity.

## TITLE I

### Sections 100-111

The State Vocational Rehabilitation (VR) Services Program  
Federal Funds \$2,043,874,000

The Rehabilitation Act of 1973, as amended, authorizes Federal allocations on a formula grant basis, with a State matching requirement. Except for the costs of constructing community

rehabilitation programs, where the match is 50 percent, the FY 1995 matching requirements for Title I funds were 78.7 percent Federal and 21.3 percent State.

In FY 1995, RSA continued its efforts to assist State VR agencies and other service providers to fully implement the 1992 Amendments and to "streamline" the State VR agency service delivery system. In addition, RSA continued its efforts to implement a "customer-driven" program monitoring system that emphasizes program outcomes.

State VR agencies continued to focus their efforts on providing services to individuals with severe and most severe disabilities and to increase consumer choice and involvement in the rehabilitation process.

#### Section 103(b)

Vending Facilities Program

Federal Funds \$34,200,000 (Section 110 funds)

The purpose of this program is to provide services that promote economic opportunities through small business for individuals with the most severe disabilities, notably through the operation of vending facilities on federal and other property. The Randolph-Sheppard Act provides priority for individuals who are blind who are licensed by a state licensing agency to operate vending facilities, including cafeterias, on any federal property.

#### Section 112

Client Assistance Program (CAP)

Federal Funds \$9,824,000

CAP is a formula grant program that supports, through grants to the States, services to assist clients and client applicants of the State VR Services Program and other programs, projects, and facilities funded under the Rehabilitation Act of 1973, as amended. Services are provided to help clients or client applicants understand the rehabilitation services available under the act and to advise them of benefits available under the act and of their rights and responsibilities in connection with those benefits. Assistance may also be provided to help clients or client applicants in their relationships with those providing services under the act, including assistance and advocacy in pursuing legal and administrative remedies to ensure the protection of their rights. States must operate a CAP in order to receive VR state grant funds.

#### Section 130

American Indians with Disabilities Vocational Rehabilitation Services Projects

Federal Funds \$10,270,725

This discretionary grant program funded through a set-aside under the State Vocational Rehabilitation Services Program to provide vocational rehabilitation services to American Indians residing on the reservation. Only the governing bodies of Indian tribes located on Federal or State reservations or consortia of such governing bodies are eligible to receive these grants. In FY 1995, RSA funded 18 new projects, including seven tribes that had not previously received a Section 130 grant, and 18 continuing projects, for a total of 32 projects. The five new projects included the Pueblo of Laguna in New Mexico, Hannaville, Grande Ronde, Sycuan, Oglala Sioux Tribe at Pine Ridge, Cheyenne River Sioux at Eagle Butte in South Dakota, and the Tlinget & Haida Tribe in Juneau, Alaska. The 32 projects are located in 15 States and six Federal regions of the country. States with the most grants at four each include Alaska, Montana, Oklahoma, and Washington.

## TITLE II

### Section 200-204

The National Institute on Disability and Rehabilitation Research  
Federal Funds \$70,000,000

The National Institute on Disability and Rehabilitation Research (NIDRR) provides leadership and support for a national and international program of rehabilitation research and the utilization of the knowledge gained through this program. In addition, the director of the institute chairs the Interagency Committee on Disability Research (ICDR), which is charged with coordinating rehabilitation research efforts across the federal government. NIDRR also administers the Spinal Cord Injury program, the Technology Assistance program and projects established under the Americans with Disabilities Act (ADA).

Among the projects NIDRR funds supported in Fiscal Year 1995, were projects in rehabilitation research and training, rehabilitation engineering, field initiated research, training and career development, research and demonstration, small business innovative research, and projects related to spinal cord injury, outreach to minority colleges and universities, and the Americans with Disabilities Act (ADA).

## TITLE III

### Section 302

Rehabilitation Training  
Federal Funds \$39,629,000

Under the Rehabilitation Training program, grants and contracts may be made to states and public or nonprofit agencies



and organizations, including institutions of higher education, to pay part of the costs of projects for scholarship/training awards, and related activities designed to increase the numbers of qualified personnel trained in providing services to individuals with disabilities.

In FY 1995, funds were awarded to 335 projects. Among the grants awarded were long-term training projects in rehabilitation technology, rehabilitation medicine, rehabilitation nursing, speech pathology and audiology, rehabilitation counseling, and other rehabilitation fields necessary to provide qualified personnel for the federal-state vocational rehabilitation (VR) program. Other grants were made for short-term training of impartial hearing officers under the Rehabilitation Act, training of mental health professionals and training on issues relating to services to American Indians with disabilities. The RSA training program also supported continuing education and in-service training projects to upgrade and maintain the skills of rehabilitation personnel employed in both public and private rehabilitation agencies.

#### Section 311(a) (1)

Special Projects and Demonstrations for Providing Vocational Rehabilitation Services to Individuals with Disabilities.  
Federal Funds \$14,942,000

This program provides financial assistance to states and other public and private agencies and organizations for expanding and improving vocational rehabilitation services to individuals with disabilities, especially those with the most severe disabilities, including individuals who are members of populations that are unserved or underserved, who can benefit from comprehensive services. Under this program, 66 continuation projects and 18 new projects were funded in FY 1995.

#### Section 311(c)

Special Demonstration Programs (Providing Supported Employment Services to Individuals with the Most Severe Disabilities and Technical Assistance Projects)  
Federal Funds Appropriated: \$10,616,000

Under this authority, funding is provided for community-based projects, statewide demonstration projects, and technical assistance projects to expand or otherwise improve the provision of supported employment services to individuals with the most severe disabilities, including projects that demonstrate the effectiveness of natural supports or other alternative approaches for supporting and maintaining individuals in supported employment.

In FY 1995, a total of 53 projects were awarded under this authority. These included 9 new community-based projects to stimulate the development of innovative approaches for improving and expanding the local capacity to provide supported employment

services to individuals with the most severe disabilities; 13 community-based continuation projects that received their third year grant award; 18 community-based continuation projects that received their second year grant award; 3 continuation community-based projects that received their second year grant award serving individuals who are low-functioning and deaf or hard of hearing; and 10 statewide systems change continuation projects that received their second year grant award.

#### Section 312

Projects for Migratory Agricultural Workers and Seasonal Farmworkers with Disabilities  
Federal funds \$1,421,000

This discretionary grant program under Section 312 of the Act authorizes projects to provide vocational rehabilitation services to migratory agricultural workers and seasonal farmworkers with disabilities, including maintenance and transportation for individuals with disabilities and members of their families whether or not such family members are disabled. Project activities are coordinated with other federal programs serving the target population. With the passage of the Rehabilitation Act Amendments of 1992, grants under this authority may now be awarded to nonprofit agencies as well as state vocational rehabilitation agencies. In FY 1995, six projects received continuation funding and four new projects were awarded five year funding.

#### Section 316

Projects for Initiating Recreational Programs for Individuals with Disabilities  
Federal Funds \$2,596,000

This discretionary grant program under Section 316 of the act authorizes special service projects to initiate recreational programs for individuals with disabilities and related recreational activities designed to aid in the employment, mobility, socialization, independence and community integration of such individuals. To the maximum extent possible, these programs and activities are to be provided in settings with peers who are not individuals with disabilities. In FY 1995, 10 new and 29 continuation projects were awarded. Projects were housed in independent living centers, universities, public and private rehabilitation facilities, county agencies, school districts and small community-based service organizations in states across the nation. These projects served over 22,400 individuals with disabilities.

## TITLE IV

### Section 400

National Council on Disability  
Federal Funds \$1,793,000

The National Council on Disability is an independent federal agency led by 15 members appointed by the President of the United States and confirmed by the U.S. Senate. The overall purpose of the National Council is to promote policies, programs, practices, and procedures that guarantee equal opportunity for all individuals with disabilities; regardless of the nature or severity of the disability; and to empower individuals with disabilities to achieve economic self sufficiency, independent living, and inclusion and integration into all aspects of society.

## TITLE V

### Section 501

Employment of People with Disabilities in the Federal Government

The Equal Employment Opportunity Commission (EEOC) has responsibility for enforcing the nondiscrimination and affirmative employment provisions of laws and regulations concerning federal employment of people with disabilities. During FY 1995, EEOC monitored federal affirmative employment programs by combining the evaluation of affirmative employment programs for minorities, women, and people with disabilities. As part of EEOC's oversight responsibilities, EEOC staff also conducted onsite reviews of the affirmative employment programs for minorities, women, and people with disabilities at selected field installations of various federal agencies.

The Interagency Committee on Employment of People with Disabilities (ICEPD), has responsibility for cooperating with and assisting the EEOC in its efforts to ensure that federal agencies in the executive branch are in compliance with federal laws and regulations for the hiring, placement, and advancement of people with disabilities.

### Section 502

Architectural and Transportation Barriers Compliance Board (Access Board)  
Federal Funds \$3,334,000

The Architectural and Transportation Barriers Compliance Board is an independent federal regulatory agency. Under the Architectural Barriers Act (ABA), the board is responsible for ensuring accessibility of federally funded buildings and transportation facilities to people with disabilities. The agency sets accessibility guidelines for the ABA and the Americans with

Disabilities Act and provides technical assistance and information on removal of architectural, transportation, and communication barriers.

#### Section 503

##### Office of Federal Contracts Compliance Programs

The Office of Federal Contract Compliance Programs (OFCCP) in the U.S. Department of Labor is responsible for implementing and enforcing Section 503 of the act. Section 503 requires employers with federal contracts in excess of \$10,000 to take affirmative action to employ, and advance in employment, qualified individuals with disabilities and to make reasonable accommodations to their physical or mental limitations. Qualified individuals with disabilities, or organizations or representatives on their behalf, may file complaints if they believe they have been discriminated against by federal contractors or subcontractors.

#### Section 504

##### Nondiscrimination in Federally Assisted and Federally Conducted Programs and Activities

Executive Order 12250 charges the attorney general with the responsibility for the consistent and effective enforcement by executive agencies of section 504 of the Rehabilitation Act of 1973, as amended. In addition, the Department of Justice enforces the requirements of the Americans with Disabilities Act (ADA) in three areas: Title I (employment practices by units of State and local government), Title II (programs, services, and activities of State and local government), and Title III (public accommodations and commercial facilities). Entities covered by each of these titles also may be covered by section 504. The department is responsible for coordinating the overlapping obligations.

These responsibilities have been delegated to the Assistant Attorney General for Civil Rights, and are implemented administratively by the Civil Rights Division's Disability Rights Section (DRS). DRS implements its section 504 coordination, and its broad ADA oversight authority concerning the rights of individuals with disabilities, within four major areas: regulation development and review, enforcement, coordination and agency liaison, and technical assistance.

#### Section 507

##### Interagency Disability Coordinating Council

Section 507 of the 1992 amendments to the Rehabilitation Act renamed the Interagency Coordinating Council as the Interagency Disability Coordinating Council (IDCC) and added the secretaries of Housing and Urban Development and Transportation as members.

During FY 1995 the IDCC did not formally meet. It is expected that agenda items pertinent to the IDCC will continue to be handled on an ad hoc basis with formal meetings held when necessary.

#### Section 508

Electronic and Information Technology Accessibility Guidelines  
Center for Information Technology Accommodation (CITA)

The Center for Information Technology Accommodation (CITA), formerly the Clearinghouse on Computer Accommodation, a component of GSA's Office of Information Resources Management, has sought ways to meet cultural and legal demands for information technology that accommodates the rights of all citizens, including persons with disabilities. By demonstrating how to include people with disabilities as beneficiaries of information technology advances, CITA demonstrates the advanced workplace performance needed not only to accommodate disability, but also worker re-training, aging, illiteracy, office ergonomics and high demand, non-traditional office environments.

In FY 1995, CITA provided continued assistance to federal personnel involved in information technology accommodation activities. The center continued to respond to new areas of emerging need such as repetitive strain injuries by initiating comprehensive ergonomic consultations and workshops to address this growing problem more systematically. It is estimated that the cost of workman's compensation for repetitive strain injuries in the federal government was \$72 million in 1995.

Performance guidelines developed by the Center are used in many settings nationally and internationally to advance accessible information services and applications. CITA's accessibility guidelines for web sites are being implemented widely.

#### Section 509

Protection and Advocacy of Individual Rights (PAIR)  
Federal Funds \$7,456,000

This formula grant program provides funds to the State protection and advocacy (P&A) systems established under Part C of the Developmental Disabilities Assistance and Bill of Rights Act to support programs to protect the legal and human rights of individuals with disabilities who are not eligible for services under other P&A programs or who need services beyond the scope of the Client Assistance Program (CAP) funded under Section 112 of the Act. P&A systems are agencies designated by the governors and are independent of agencies providing habilitation and rehabilitation services. In FY 1995, P&A systems included the Protection and Advocacy for Persons with Developmental Disabilities (PADD) program administered by the Administration on Developmental Disabilities, U.S. Department of Health and Human Services (ADD/HHS), and the Protection and Advocacy for Individuals with Mental Illness (PAIMI)

program administered by the Center for Mental Health Services, U.S. Department of Health and Human Services (CMHS/HHS), as well as PAIR.

## TITLE VI

### Part B

#### Section 621

Projects With Industry (PWI)  
Federal Funds \$22,071,000

PWI is a partnership between business, industry, labor, and the rehabilitation community. The primary goal of this discretionary grant program is to expand job and career opportunities for individuals with disabilities in the competitive labor market. In FY 1995, 124 grants were funded. As required by the Act, 15 percent of the projects were randomly selected for on-site compliance reviews. Projects that completed one full year are required to report compliance indicator data measuring nine critical performance areas. Each project is required to receive a minimum score of 70 points in order to qualify for continuation funding for the third or any subsequent year of the grant.

### Part C

#### Sections 631-638

The State Supported Employment Services Program  
Federal Funds \$36,536,000

This formula grant program provides State vocational rehabilitation (VR) agencies with financial assistance to develop and implement collaborative programs with appropriate public and private nonprofit organizations leading to supported employment for individuals with the most severe disabilities. As a condition for receipt of VR services program funds, State VR agencies must assure that the State has an acceptable plan to provide supported employment services and to use these funds to supplement VR services funds in providing supported employment services. A total of 36,216 were served in FY 1995 under this program.

## TITLE VII

#### Sections 711-727

Chapter 1, Independent Living Services and Centers for Independent Living Programs  
Federal Funds  
Section 711 (part B funds) \$21,859,000  
Section 721 (part C funds) \$40,533,000



The Chapter 1, Independent Living Services (ILS) and Centers for Independent Living (CIL) programs promote a philosophy of independent living, including a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual and system advocacy, in order to maximize the leadership, empowerment, independence, and productivity of individuals with significant disabilities, and the integration and full inclusion of such individuals into the mainstream of American society.

The programs make financial assistance available to states for providing, expanding, and improving the provision of independent living services and provide financial assistance either to states or directly to centers for Independent Living to develop and support statewide networks of centers for independent living.

In FY 1995, the programs served over 137,000 individuals with significant disabilities through programs in 50 states, Puerto Rico, Virgin Islands, American Samoa, and the 250 plus centers operating throughout the states and territories.

#### **Sections 751-753**

Chapter 2, Independent Living Services for Older Individuals who are Blind

Federal Funds \$8,131,000

Section 752 of the act, as amended, authorizes discretionary grants to state VR agencies for projects that provide independent living (IL) services for persons who have severe visual impairments who are aged 55 and older. Activities during FY 1995 were performed by 45 grantees in the first year of a five year grant cycle. During FY 1995, 7 new grants were competitively awarded with activities beginning in FY 1996. In FY 1995, 22,103 individuals received one or more IL core services through funded projects. Sixty-four percent of the clients served were age 76 or older and many had a secondary disability in addition to visual impairment. Only seven percent of all program staff were classified as administrative, and as many as 50% or 285 FTEs were volunteers who were recruited and trained to help project staff provide services. Among all staff including volunteers, 50 percent have some type of disability and 22 percent are of minority status.

### **Title VIII**

#### **Section 802(a) and (g)**

Demonstration Activities

Federal Funds \$14,942,000

As provided in Section 802 of the Rehabilitation Act, as amended, this authority is to provide financial assistance to

states and other public and private agencies for implementing specific demonstration projects. In FY 1995, third year continuation grants were awarded under Section 802(a) to provide transportation services in geographic areas that do not have fixed-route transportation or comparable paratransit services for individuals with disabilities who are employed or seeking employment, or who are receiving vocational rehabilitation services. Under Section 802(g), seven Demonstration Projects to Increase Client Choice received continuation grants to provide greater opportunities for individuals with disabilities to exercise choice in their vocational goals, in the services provided, and in the providers of those services. No new awards were made under Title VIII in FY 1995.

**Section 803(a) (b) (c)**  
**Rehabilitation Training**  
**Federal Funds \$1,903,812**

Under Section 803 of the Act, this authority is to provide financial assistance to states and other public and private agencies for implementing specific training projects. In FY 1995, second year continuation awards were made under the following training categories: three for Distance Learning through Telecommunications; two for Braille Training; and seven for Parent Information and Training. No new awards were made in FY 1995 under this section.



## **Sections 3 and 12**

### **Office of the Commissioner**

## REHABILITATION SERVICES ADMINISTRATION

### Sections 3 and 12

Office of the Commissioner

The Act makes the Commissioner of the Rehabilitation Services Administration (RSA) the principal Federal official responsible for administering the State-federal vocational rehabilitation system, evaluating the programs funded under the Act, and monitoring discretionary grant programs and the State Vocational Rehabilitation (VR) agencies' execution of their responsibilities under the Act. RSA's central and ten regional offices provide technical assistance and leadership to assist States and other grantees in strengthening programs providing services to individuals with disabilities, especially individuals with severe disabilities.

Under the leadership of Commissioner Schroeder, a number of special initiatives were undertaken in FY 1995. Of particular note are those initiatives undertaken relative to: (1) increasing the employment opportunities available to persons with disabilities; (2) fostering cooperative relationships between RSA and other organizations; and (3) streamlining and improving systems and processes. Specific accomplishments include:

- o The signing of a cooperative agreement between RSA and the National Endowment for the Arts to heighten the awareness of both vocational rehabilitation professionals and arts professionals regarding careers in the arts as viable options for persons with disabilities. This agreement is an example of RSA's efforts to foster client choice and increase the opportunities of individuals with disabilities to pursue diverse careers.

The specific purpose of the agreement is to help educate:

- vocational rehabilitation staff concerning:  
(a) the arts as full-time careers, (b) the diversity of careers in the arts, and (c) assisting artists with disabilities with the kinds of accommodations needed to do their work; and
- arts administrators concerning: (a) the importance and the value of including people with disabilities in the arts as creators, staff, board members, panelists and volunteers; and (b) the support and services that are available through OSERS to assist this process.

The scope of the agreement includes:

- encouraging and assisting model projects that advance careers in the arts for people with disabilities, which includes identifying programs and widely disseminating information on funding opportunities such as the OSERS' School-to-Work Initiative.
  - organizing and scheduling presentations that focus on arts careers for people with various disabilities through existing structures at the federal, state and local levels, and at national and regional conferences of rehabilitation and arts professionals.
- o The initial groundwork was laid for the current streamlining initiative between RSA and the Council of State Administrators of Vocational Rehabilitation. Some of the objectives of this important initiative are to:
- identify and promote the adoption and use of policies and procedures that result in a streamlined service delivery system that is focused on employment outcomes;
  - establish a four step service delivery process of eligibility, employment planning, service implementation, and employment outcome;
  - establish a statistical and fiscal reporting system that supports an employment outcomes-oriented service delivery system;
  - assure that the RSA state plan requirements and policy directives are consistent with the RSA/CSAVR streamlining initiative and reflect on outcomes; and
  - utilize the Institute on Rehabilitation Issues (IRI) and other effective approaches as vehicles for the continuous refinement and enhancement of improved employment outcomes through the state-federal VR Program.
- o Preliminary planning for the 1996 National Employment Conference was begun. The planning of this conference represented a joint effort between RSA, business and industry, rehabilitation professionals, and consumer groups. The committee was comprised of representatives from the Council of State Administrators of Vocational Rehabilitation, Projects with Industry, the Regional

Rehabilitation Continuing Education Program at George Washington University, the President's Committee on Employment of People with Disabilities, the National Council on Independent Living, the Washington Business Group on Health, the National Association of Protection and Advocacy Systems, and the Dole Foundation. The purpose of the conference, which was held in July 1996, was to assist in improving and expanding employment outcomes for individuals with disabilities by presenting effective strategies that result in satisfied workers and employers. Conference proceedings will be used to develop post-conference implementation strategies.

- o Initial development of a new and improved grants monitoring system. (Details of this new system are discussed under the State Vocational Rehabilitation Services Program section of the report).

Contact Person: Susan Benbow, 202-205-5482

**Section 12(a)(4)**

**American Rehabilitation Magazine**

## REHABILITATION SERVICES ADMINISTRATION

### Section 12(a) (4)

American Rehabilitation magazine

Publication of the RSA journal, American Rehabilitation (AR), is an ongoing activity under this section of the Act. Three issues--including the 75th Anniversary issue were published in 1995; each focussed on one special area of rehabilitation and was disseminated to at least 15,000 readers. It has been estimated that upwards of 45,000 people read articles reproduced from the magazine for training and other purposes.

AR disseminates information on rehabilitation programs funded by RSA and other Federal agencies, as well as material relevant to rehabilitation, such as innovative programs, agency administrative practices, research, and technique. It has been the policy in recent years to devote entire issues to one area of disability or to a specific approach to rehabilitation. The ideal article describes a new and successful approach to providing services for people with disabilities that can and should be replicated. AR also uses separate sections, or "departments," of the magazine to feature reviews of books, films, and other resources on disability and rehabilitation; to present materials on what individual States are doing; to announce conferences and events; and to disseminate other items of interest to rehabilitation professionals.

In 1995, 24 articles, written by professionals in the field of rehabilitation, were published. The Spring 1995 issue was devoted to "Severe Mental Illness" (Part 2 of 2) and featured 7 articles. These included "Achieving Reasonable Accommodation for Workers with Psychiatric Disabilities," "Mental Illness and AIDS," "Encouraging Disclosure of Psychiatric Disabilities," "Mental Health Consumers as Professionals: Disclosure in the Workplace," "The Social Center for Psychiatric Rehabilitation: Adapting to Change," "Establishing Employment Services as a Priority for Persons with Long-Term Mental Illness," and "Improving Service Systems Through Systems Integration: The ACCESS Program."

The Summer 1995 issue featured 10 articles on "Deaf-Blindness". Among the articles in this important issue were "Congenital Rubella Syndrome: 30 Years After the Epidemic of the 1960's," "The Helen Keller National Center Affiliate Program," "Increasing Independence and Freedom with High Tech Aids and Devices," "Hiring Interpreters for Individuals Who Are Deaf-Blind," "The LIFE Program (Living Innovations in Functional Environments)," "A Specialized Approach to Job Readiness Training," "Deep in the Heart of Texas," "Deaf-Blind Education and Rehabilitation in Zimbabwe," "Communication Issues and Strategies for Deaf-Blind Individuals," and "The Challenge to Independence: Severe Vision and Hearing Loss Among Older Adults."

The Autumn/Winter issue featured 7 articles for the "75th Anniversary of Vocational Rehabilitation" issue. These included: "Challenge and Progress in Rehabilitation: A Review of the Past 25 Years and A Preview of the Future," "Rehabilitating Persons Who are Blind: 75 Years of Progress," "Vocational Rehabilitation: The First 50 Years," "Rehabilitation Research: its beginnings and ongoing contributions," "The Changing Universe of Disability," and "A Legislative Perspective on the Rehabilitation Act.

Subscriptions are offered through the Superintendent of Documents, P.O. Box 371954, Pittsburgh, PA 15250-7954; yearly rates are \$9.00 domestic, \$11.25 foreign; U.S. Government Printing Office single copies are \$3.75 domestic, \$4.69 foreign.

Authors interested in submitting their manuscripts to AR should contact: Frank Romano, Editor, **American Rehabilitation**, Room 3212 Switzer Building, 330 C Street, SW, Washington, D.C. 20202-2531. Telephone: 202-205-8296. FAX: 202-205-9874.

## **Section 14**

# **Evaluation**



## REHABILITATION SERVICES ADMINISTRATION

### Planning Policy and Evaluation Staff

#### Section 14

##### Evaluation

Federal Funds \$1,587,000

Section 14 of the Act mandates that the Secretary, in consultation with the Commissioner, evaluate all programs authorized by the Act, including their effectiveness in relation to their cost, their impact on related programs, and their structure and mechanisms for delivery of services, using appropriate methodology and evaluative research design. It requires that standards be established and used for the evaluations, and that the evaluations be conducted by persons not immediately involved in the administration of the program or project evaluated.

#### Projects that Ended in FY 1995

**Technical Support for Development of Performance Standards and Indicators for the Vocational Rehabilitation Service Program - Ended September, 1995.** The purpose of this project (part of a multi-year effort) was to provide technical support to the Department of Education's Regulations Policy Group (RPG) for developing performance standards and indicators for the VR service program as required by the Rehabilitation Act Amendments of 1992. Technical support activities included:

- o data analyses (e.g., outcomes by demographic characteristics, and access to VR services);
- o development of issue papers on a number of areas (i.e., high quality employment, options for measuring VR agency performance, adjustments for caseload characteristics, and methods of identifying acceptable levels of performance).

Contact Person: Sarah Abernathy, 202-401-3600

**The Evaluation of First Year Choice Demonstration Projects Completed in September, 1995.** This project provided technical assistance to 7 grant recipients at 10 sites as they implemented their plans for a five-year demonstration of increased client choice in the vocational rehabilitation process including:

- o establishing a solid foundation for a national evaluation of these demonstration projects,

- o documenting implementation problems encountered by these projects, including all changes from the original proposals, and
- o providing an overall assessment of each grantee's progress.

Contact Person: Sarah Abernathy, 202-401-3600

Projects continued in FY 1995 from prior year

**A Longitudinal Study of the Vocational Rehabilitation (VR) Services Program** - Expected completion: 1999. The overall purpose of the study is to examine the success of the State-Federal VR services program in assisting individuals with disabilities to achieve sustainable improvements in employment, earnings, independence, and quality of life including:

- o investigating application and acceptance rates,
- o developing a model of VR client flow from application to closure,
- o analyzing the costs of eligibility determination and VR services,
- o developing a comprehensive model of client outcomes to determine the relationships between VR services and rehabilitation success,
- o analyzing the long-term effects of VR services on client outcomes,
- o preparing tools to support future research on the VR program,
- o developing recommendations on appropriate methods for future studies, and
- o providing information for use in the 1997 reauthorization of the Rehabilitation Act through the release of interim reports.

Contact Person: Harold B. Kay, 202-205-9883

**Evaluation of the Impact of VR Funding of Purchased Services** Completion: April, 1996. The purpose of the study is to identify and evaluate current State VR agency practices regarding purchasing VR services from rehabilitation facilities including:

- o identifying the types and models of purchase of services (POS) agreements (including their range and scope) that

- currently exist between State VR agencies and rehabilitation facilities;
- o documenting the frequency of use and examine the rationale for use of the various types of POS agreements;
  - o determining the impact that various types of POS agreements have on the kinds and extensiveness of services provided to VR clients; and
  - o assessing the trends, strengths and weaknesses of current practices relative to POS agreements.

Contact Person: Harold B. Kay, 202-205-9883

**Interagency Agreement Between the Rehabilitation Services Administration and the National Center for Health Statistics**  
Expected completion: 1997. The purpose of this Agreement is to provide partial support for Phase II of the National Health Interview Survey (NHIS) Disability Supplement and its correlates. The NHIS Disability Supplement will survey a representative sample of persons with disabilities in the U.S. population and obtain information on their:

- o receipt (or non-receipt) of VR services,
- o availability and utilization of health services,
- o demographic characteristics,
- o functional limitations, and
- o employment experience.

Contact Person: Harold B. Kay, 202-205-9883

#### Projects Started in FY 1995

**A Modification of Contract: "A Longitudinal Study of the VR Service Program" to Obtain Additional Information on Supported Employment** - Expected completion: 1998. Little is known regarding the long-term success of the Title VI C Supported Employment (SE) program, initiated in 1986 or even if VR consumers actually received the required extended services (services provided by non-VR agencies/organizations after VR closure) that assisted them to maintain employment. The purposes of this study, an augmentation of the above-mentioned longitudinal study, are to identify:

- o the immediate and long term employment outcomes for persons closed in SE,

- o the types of extended services (ES) provided and the time required to provide them,
- o the relationship between the type, frequency and intensity of ES and consumer stability in employment and
- o the costs of providing SE and ES.

Contact Person: Harold B. Kay, 202-205-9883

## **Section 15**

# **The Clearinghouse on Disability Information**

OFFICE OF THE ASSISTANT SECRETARY FOR SPECIAL EDUCATION  
AND REHABILITATIVE SERVICES

Section 15

The Clearinghouse on Disability Information

The Clearinghouse on Disability Information responds to inquiries from individuals with disabilities, their families, national organizations. Federal and state agencies, information providers, legislators, the news media, and the general public. Major areas of emphasis are information on federal funding, federal legislation affecting persons with disabilities, OSERS' programs and policies, and identification of and referral to other information resources.

ACTIVITIES

During FY 1995, the Clearinghouse responded to 11,601 written requests and 927 telephone inquiries and issued the following publications or fact sheets:

- o OSERS Magazine (formerly News In Print): is in the process of a broader review of communication strategies.
- o Pocket Guide to Federal Help for Individuals with Disabilities
- o Summary of Existing Legislation Affecting People with Disabilities
- o Clearinghouse on Disability Information Fact Sheet

Contact Person: Carolyn Corlett, 202-205-8241 (Voice and TDD)

## **Section 21**

# **Traditionally Underserved Populations**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### Section 21

##### Traditionally Underserved Populations

Federal Funds \$2,741,550 (one percent of funds authorized for titles II, III, VI, VII and VIII)

### MISSION, PURPOSE AND BACKGROUND

Section 21 of the Rehabilitation Act, as amended (Act), cites findings which suggest the racial profile of America is rapidly changing, that the rate of disabling conditions among racial and ethnic minorities continues to increase at a disproportionately high rate, and that there appear to be patterns of inequitable treatment of minorities in the vocational rehabilitation process. The Commissioner of the Rehabilitation Services Administration (RSA) is required, under Section 21, to develop a plan to mobilize the resources of the nation to prepare minorities for careers in vocational rehabilitation, independent living, and related services and to ensure that individuals with disabilities from minority backgrounds have equal access to services provided under these programs.

While Section 21 generally discusses these issues, it specifically sets aside one percent of funds authorized in Titles II through VIII of the Act, except for programs authorized under Title IV or Title V. The purpose of this "set aside" is to, "...enhance the capacity and increase the participation of such entities in competitions for grants, contracts, and cooperative agreements under titles I through VIII." The phrase, "such entities," refers to:

- o Historically Black Colleges and Universities, Hispanic-serving institutions of higher education and other institutions of higher education whose minority enrollment is at least 50 percent;
- o nonprofit and for-profit agencies at least 51 percent owned or controlled by one or more minority individuals; and,
- o under-represented populations.

#### Implementation Strategy

In the first two years the effort (FY 1992 and 1993), the one percent set aside funds focused on addressing the broad range of diversity needs, including outreach to minority populations, sensitivity training of rehabilitation personnel, advocacy,



recruitment of minority students into the field of vocational rehabilitation and helping minority institutions become more successful in their efforts to compete for grants. The effort has been directed by a consortium of eleven grantees, the RSA-funded Regional Continuing Education Programs (RCEPs). While the work performed under this approach was commendable, it was determined that such a broad range of activities did not meet the legislative intent, and it did not allow minority institutions or any eligible institution to compete for the funds under Section 21. Consequently, RSA developed a new plan that is more responsive to the legislative mandates in Section 21.

In FY 1994, a careful review of Section 21 identified a very specific purpose for the one percent set-aside -- focusing on minority institutions and increasing their ability and capacity to compete for discretionary grants, contracts and cooperative agreements funded through the Act. The plan calls for an open grant competition that encourages applicants to identify creative ways of increasing the competitiveness of minority institutions in rehabilitation related grant competitions. This competition is to occur in FY 1996.

FY 1995 activities, under the title of RSA-Rehabilitation Cultural Diversity Initiative (RSA-RCDI), consisted of a transition year during which the RCEPs began a phase out of the broader issues related to cultural diversity, and initiation of the capacity building activities as specified under the Act.

The following is a summary of activities accomplished during FY 1995 by the RSA-RCDI toward implementation of the intent of section 21 of the act.

#### **The Higher Education Minority Enterprise, Rehabilitation Capacity Building Workshop**

The Region IV RCEPs at Georgia State University and the University of Tennessee sponsored a workshop for The Higher Education Minority Enterprise (THEME) which is composed of Historically Black Colleges and Universities, Spanish Serving Colleges and Universities, Native American Indian Colleges and 50 Percent Minority Enrolled Higher Education Institutions. The purpose of the workshop was to make THEME participants knowledgeable about the Rehabilitation Services Administration and its discretionary grants programs. This workshop is one of a series of Region IV workshops which will lead to an increased understanding of the state-federal vocational rehabilitation program. Major objectives included: understanding the importance of capacity building; developing partnerships; exploring rehabilitation careers; understanding the vocational rehabilitation program; understanding the discretionary grants process; and grantswriting including the preparation of applications.

## Consortium of Administrators of Native American Rehabilitation (CANAR) Conference

Several RCEPs co-sponsored the annual meeting of CANAR. At the conference, RCDI lead specialists participated in the conference and provided technical assistance to CANAR representatives on grantswriting and information about RSA's Section 130 discretionary grant program. Other activities included developing needs assessments, capacity building, and service-delivery to Native Americans who reside on and off reservations.

## Participation in the Annual Conference of the National Association of Multicultural Rehabilitation Concerns (NAMRC)

RCEP RCDI lead specialists participated in the annual conference of NAMRC. RCDI lead specialists conducted several workshops with other participants from state vocational rehabilitation agencies, independent living centers, community rehabilitation programs and institutions of higher educations, particularly those minority institutions that were identified in Section 21. Some of the workshops focused on RSA discretionary grant programs and the process for making applications, peer review process, etc.

## Collaboration with Other Agencies, Institutions and Organizations Focussing on Cultural Diversity

RCEP RCDI lead specialists collaborated with numerous organizations, such as Howard University, National Association of Multicultural Rehabilitation Concerns, Consortia of Administrators of Native American Rehabilitation, National Clearinghouse on Rehabilitation, The Higher Education Minority Enterprise, National Association for Equal Opportunity in Education, and many others with regard to the state-federal vocational rehabilitation program, training, research, RSA's discretionary grants programs and process, capacity building, and many other areas.

## National Association for Equal Opportunity in Higher Education (NAFEO) Conference

Training and technical assistance was provided to presidents and chancellors of Historically Black Colleges and Universities during the National Association for Equal Opportunity in Higher Education Presidential Peer Seminar, August 1995. The purpose of the joint RSA-RCEP participation was to develop awareness among the participants about the effort, and to solicit their commitment and involvement. The effort was successful as evidenced by the numerous requests from HBCUs about the upcoming capacity building competition.

## Profiles of Minority Institutions

The RCEP consortium is compiling comprehensive dataset on minority institutions within the United States. The data sets basically represent a profile of each school, its programs and student population. The data set should be valuable in targeting RCDI efforts at capacity building.

## Staff and Employer Training

The consortium employed a variety of training approaches to make service providers and employers more sensitive and responsive to the customs, attitudes and other issues related to various cultural and ethnic populations. The approaches relied upon proven techniques such as development of train the trainer manuals and workshops, direct conduct of training workshops and conducting sessions on cultural diversity in larger conferences and workshops. Although RCEP staff worked with a broad range of rehabilitation professionals, they targeted two primary groups in its training effort:

- o state agency personnel
- o staff of Client Assistance Programs

## State Planning Efforts

The RCEP consortium also sponsored forums for fostering the development of specific plans at the state agency level to improve outreach and services to minority populations. Cultural diversity specialists of the RCEPs provided technical assistance to state agency administrators concerning planning for improved services and recruitment of minority staff, and providing training, consultation and other support for helping to implement the plans. The state planning efforts also brought together key decision makers from different state VR agencies, service providers and training institutions for multi-day meetings, to develop specific cultural diversity plans. Some efforts resulted in specific state plans. Others resulted in regional plans to take advantage of shared resources in areas such as personnel training, and staff recruitment.

Contact Person: Timothy C. Muzzio, 202-205-8292

# T i t l e I

## **Sections 100 - 111**

# **The State Vocational Rehabilitation (VR) Services Program**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Program Operations

#### Sections 100-111

The State Vocational Rehabilitation (VR) Services Program  
Federal Funds \$2,043,874,000

The purpose of the State VR Services Program is to assist states in operating a comprehensive, coordinated, effective, efficient, and accountable program designed to assess, plan, develop, and provide VR services for individuals with disabilities, consistent with their strengths, resources, priorities, concerns, abilities, and capabilities so that such individuals may prepare for and engage in gainful employment.

In FY 1995, States received approximately \$2 billion in Federal funds under the State VR Services Program. Federal funds were allocated on a formula basis with a State match requirement of 21.3 percent. In FY 1995, states contributed approximately \$626.4 million in State and local funds to the State VR Services Program.

In FY 1995, a total of eighty-two State agencies operated VR services programs in fifty States and the District of Columbia, Puerto Rico, Virgin Islands, Guam, American Samoa, Republic of Palau, and the Commonwealth of the Northern Mariana Islands. Twenty-five States operated two separate agencies, one for individuals in the State who are blind, and one for individuals with all other disabilities. Twenty-seven of the eighty-two agencies were independent vocational rehabilitation agencies responsible to the governor; fourteen were in a department of education; and forty-one were located in a multi-program agency housing at least two other agencies administering major programs of public health, public welfare, public education, or labor (nine of this third type were departments of labor).

### VR SERVICES PROGRAM ACTIVITIES

In FY 1995, RSA continued its efforts to assist State VR agencies and other service providers to fully implement the 1992 Amendments and to "streamline" the State VR agency service delivery system. In addition, RSA continued its effort to implement a "customer-driven" program monitoring system that emphasizes program outcomes.

#### The 1992 and 1993 Amendments to the Act

Consistent with the 1992 Amendments, State VR agencies continued to focus their efforts on providing services to

individuals with the most severe disabilities as well as providing increased opportunities for consumer choice and involvement, both in individual rehabilitation plans and in the administration and implementation of the State VR Services Program by the state agencies.

In 1995, RSA undertook a variety of activities to assist states, community rehabilitation programs, service providers, advocates, consumers, and other individuals interested in rehabilitation to fully understand and implement the 1992 and 1993 Amendments. These activities included:

- o development of final regulations on the order of selection for services to serve first those individuals with the most severe disabilities and the review of State plan attachments to ensure that State VR agencies properly implemented changes in the requirements for order of selection;
- o analysis of the comments received on the draft proposed regulations for the State VR Services Program and the input obtained from public meetings, national teleconferences, and focus groups, and development of proposed regulations for the program;
- o development of draft proposed evaluation standards and performance indicators for the State VR Services Program;
- o development of a plan containing special initiatives in the areas emphasized by the 1992 amendments, including increasing or improving the employment of individuals with disabilities, increasing consumer involvement, increasing access to services, utilizing rehabilitation technology, serving culturally diverse populations, ensuring due process of individuals served by the program, and emphasizing the training of well-qualified rehabilitation professionals;
- o completion of the review of consumer data systems required by the 1992 amendments and beginning the revision of the RSA-911, the Case Service Report, the database capturing characteristics of individuals whose cases are closed by the State VR Services Program;
- o provision of technical assistance to help State VR agencies to identify policies and procedures needing to be streamlined to ensure more efficient delivery of VR services;
- o planning for the July 1996 national conference on effective employment strategies for individuals with disabilities;

- o presentations by RSA staff at national and regional meetings; and,
- o outreach to the public through meetings, teleconferences, and notices in the Federal Register to receive input on implementation issues.

### Monitoring

During FY 1995, RSA continued to develop and implement a customer-driven monitoring strategy that emphasizes both the achievement of performance outcomes and compliance with federal law and regulations. RSA's primary "customers" are persons with disabilities, especially severe disabilities. The primary focus of the VR program is to improve the achievement of employment outcomes for persons with disabilities. The state VR agencies that receive funds to provide VR services are also "customers." State VR agency performance is measured by its success in achieving its mission of providing efficient and effective services leading to meaningful and gainful employment.

Section 107 of the Act mandates that RSA to conduct annual reviews and periodic on-site monitoring of programs administered under Title I. RSA policy requires that the ten RSA regional offices conduct annual reviews of the following specific areas for each of the 82 State VR agencies:

- o State agency policies, procedures, and guidance materials;
- o Decisions resulting from hearings conducted in accordance with due process;
- o Strategic plans and updates;
- o Consumer satisfaction surveys and other information provided by the State Rehabilitation Advisory Council (SRAC);
- o Reports; and
- o Budget and financial management data.

In addition to the annual reviews, RSA conducted six comprehensive on-site monitoring reviews in a sample of agencies funded under Title I. The six State VR agencies reviewed during FY 1995 were:

- o New York Vocational Educational Services for Individuals with Disabilities;



- o North Carolina Division of Vocational Rehabilitation Services;
- o Ohio Rehabilitation Services Commission;
- o Rhode Island Office of Rehabilitation Services;
- o Virginia Department of Rehabilitative Services; and
- o Washington Department of Services for the Blind.

These agencies were selected on the basis of size, geographic distribution, history of compliance problems, time since last comprehensive review, and input from the RSA regional commissioners. The comprehensive on-site monitoring was conducted in the following three phases:

1. Information Gathering - Phase I

After a careful review of the State and strategic plans, statistical reports, and other documentation submitted by the state VR agency, Client Assistance Program (CAP), SRAC and other groups and individuals interested in the VR program, RSA conducts public hearings throughout the state, and meets with members of the SRAC, VR counselors, and other VR service providers, to gather information about the performance of the state VR agency.

2. Development of Monitoring Plan - Phase II

An analysis of the information collected during Phase I is conducted to prepare a preliminary monitoring plan that contains an initial assessment of performance, areas of concern, technical assistance needs, exemplary practices, and compliance issues. The state VR agency director offers recommendations for improving the plan by involving the VR agency and reflecting the issues that staff perceive as requiring further review and/or technical assistance. The final monitoring plan includes strategies for further review.

3. Implementation of Monitoring Plan - Phase III

During Phase III, RSA conducts a second on-site visit to implement the monitoring plan that, based on the ongoing assessment of need, may include reviews of all or some of the following:

- o Implementation requirements pertaining to eligibility/ineligibility, the Individualized Written Rehabilitation Plan (IWRP), and order of selection;

- o Reviews of service record documentation;
- o Visits to selected local VR offices and community rehabilitation programs;
- o Reviews of a sample of cooperative agreements; and
- o Meetings with staff from the CAP and other RSA discretionary-funded grants in the State.

During FY 1995, six comprehensive on-site monitoring reviews and 72 of 82 annual reviews were completed with reports submitted to the State VR agency directors and RSA headquarters. RSA provided technical assistance to help State VR agency management fully implement the new and revised requirements included in the 1992 amendments to the Act in the following areas:

- o Determination of eligibility in 60 days

A significant number of State VR agencies were moving toward meeting this requirement but had not yet completed the necessary counselor training to gain full compliance. In addition, they were not requesting approval from the person requesting services to extend the 60-day time limit.

- o Implementation of informed choice

The amendments of 1992 strengthened the right of persons served by the VR agencies to make choices regarding goals, objectives, services, and service providers. RSA regional offices provided technical assistance in revising State VR agency policies, procedures, and guidance to reflect the new Federal requirements.

- o Order of Selection

State VR agencies continue to require assistance in developing and implementing policies to implement an Order of Selection that complies with Federal requirements. Technical assistance was provided to ensure equal service delivery to all individuals with disabilities in the state. Some State VR agencies resist the need to implement an Order of Selection, in spite of overburdened counselors and poor quality service delivery, in order to provide services to all eligible individuals in the state. RSA regional office staffs continue to work with these states in improving the efficiency and effectiveness of their service delivery systems.

- o State Rehabilitation Advisory Council (SRAC)

RSA monitoring indicates that several councils are fully operational and are improving the overall operation of their respective State VR agencies. Other SRACs require regional office technical assistance regarding membership and scope of responsibility issues.

- o Due Process

The following findings resulted from FY 1995 monitoring:

- o Some State VR agencies had not developed policies and procedures on fair hearings consistent with RSA statutory requirements and current regulations;
- o Fair hearing decisions were not always being made in a timely, fair and equitable manner; and
- o Some State VR agencies needed to protect the right of the individual to have services continued during the formal review and impartial hearing process until a final determination was made.
- o Client Assistance Program (CAP)

CAP findings included:

- o The need for technical assistance regarding the organizational location of the agency designated to administer the CAP;
- o Some CAPs were unable to serve all individuals seeking services because of limited resources, resulting in a need to shift staff assignments where possible to accommodate unmet need;
- o Several CAP directors appeared not to have access to policy-makers as required by statute;
- o CAPs were not submitting SF-269 forms documenting expenditures to RSA on a timely basis; and
- o The perception of questionable independence and effectiveness of CAPs located within state VR agencies.

During FY 1995, RSA engaged in several cooperative activities with State VR agencies to streamline the State VR agency service delivery systems and improve the achievement of employment outcomes. These activities, which originated in the RSA Region X,

Seattle, Washington office, are expected to lead to more efficient and effective VR programs. Preliminary findings indicate that excessive "process" requirements, generally considered to be impediments to a responsive service delivery system have evolved over time and have become institutionalized in State VR agency operations.

RSA staff is working closely with personnel from the State VR agencies, persons served by the VR program, and others interested in improving the State-Federal VR program, to develop a streamlined national VR program that reduces the two-thirds unemployment rate for individuals with disabilities. RSA is working with its customers to develop objective evaluation standards and performance indicators to measure progress in improving the achievement of employment outcomes for individuals with disabilities.

Contact Person: RoseAnn Ashby, 202-205-8719

### VOCATIONAL REHABILITATION PROGRAM HIGHLIGHTS

The State-Federal program of vocational rehabilitation (VR) continues to assist increasing numbers of persons with disabilities, and especially persons with severe disabilities, to reach successful employment outcomes. In FY 1995 the total number of persons with successful outcomes increased by 3.2 percent over the previous year to 209,509 persons. The percentage of persons with severe disabilities who achieved employment outcomes in FY 1995 increased by 6.6 percent to 159,138 persons.

During FY 1995 there was a total of 1,250,314 eligible individuals in the VR system of State agencies, which was a 407 percent increase over the previous year and a record high for the program. Seventy-five percent of the individuals (940,177 persons) were individuals with severe disabilities. Of the total eligible persons, 62 percent (775,293 persons) were in the system at the beginning of the year, a 4.7 percent increase over the previous year. While approximately the same number of persons (609,085) applied for VR services in FY 1995 as did the previous year, the number of persons newly determined eligible for rehabilitation services during FY 1995 decreased by 2.7 percent from the previous year to 467,825. The data show that more persons are participating in the VR program than at any other time.

The rate of increase in the numbers of eligible persons whose service records were closed before they received any services is also slowing. While the numbers are still increasing (107,882 in 1995 as opposed to 83,437 the previous year) the rate has increased by only 29.3 percent in FY 1995 as opposed to 117.2 percent the previous year.

The decrease in the number of newly eligible persons has

implications for future numbers of persons achieving employment outcomes by decreasing the pool of persons available to receive services and achieve employment outcomes.

Key VR program highlights are viewed more fully in the tables and charts which follow in Appendix C.

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## SELECTED CHARACTERISTICS OF INDIVIDUALS WHO ACHIEVED EMPLOYMENT OUTCOMES IN FY 1995

### Introduction

Section 13 of the Rehabilitation Act of 1973, as amended, requires the Commissioner of the RSA to report information to the President and the Congress on individuals whose case records are closed from the State VR Services Program during the previous fiscal year. We briefly discuss the characteristics of individuals who achieved employment outcomes in FY 1995 here. This is followed by a section discussing the reasons case records were closed before a determination of eligibility (not accepted) or after a determination of eligibility but without an employment outcome.

The source of the FY 1995 data shown in Appendix D and for this analysis is the RSA Case Service Report System. It should be noted that the FY 1995 database contains some errors because of inaccuracies in State agency submissions. However, we believe that the data are the Case Service Report System (RSA-911) maintains a record for each individual who applies for VR services. State VR agencies compile information for each case record closed during a fiscal year and submit it to RSA after the end of the period. The data provided is then examined in detail to identify errors, inconsistencies, or other problems. The results of this review is sent to each agency to resolve any problems.

### Selected Characteristics

In FY 1995, a total of 209,599 individuals achieved an employment outcome. Because of missing information and variations in the method of reporting data the total number reporting, each element is typically less than the global figure cited above. See Appendix D, Table 1.

### Age at application for Vocational Rehabilitation Services

Half (50.2 percent) of those who achieved employment outcomes were between 25-44 years of age, while 84 percent were between the ages of 18 and 54 when they applied for VR services. These are typically the working ages for most people. The average age at application was 34.5 years.

## Gender

Males outnumber females (55.5 percent versus 44.5 percent) among the individuals who achieved employment outcomes in FY 1995.

## Race and Ethnicity

Whites constitute 79.9 percent of the individuals who achieved an employment outcome in FY 1995, while Blacks constitute about 17.8 percent, American Indian/Alaskan Native 0.8 percent, and Asian and Pacific Islander 1.5 percent.

Approximately nine percent identified themselves as Hispanic, regardless of their racial classification.

## Number of grades completed

Over three-quarters (79 percent) of the individuals who achieve employment outcomes had completed nine or more grades. Six percent had reported fewer than nine grades completed, and 15 percent had reported no specific number of grades or grade equivalent. The mean number of grades completed was 11.8.

## Marital status

More than half (51.0 percent) of the individuals who achieved an employment outcome in FY 1995 were never married, while a little over a quarter (25.7 percent) was currently married. The remaining were widowed, divorced, or separated.

## Type of institution at application

Most of the individuals (92.3 percent) were not in special care institution at application. The remaining 7.7 percent were in different types of institutions.

## Sources of referral

Less than a quarter (24.0 percent) of those who achieved employment outcomes came to the VR program on their own (self-referral), while other individuals, including physicians, referred 20.6 percent. Educational institutions referred 16.9 percent, health organizations referred 13.6 percent, and other public sources referred 12.5 percent. Other sources including hospitals and sanatoriums referred the remaining 12.4 percent.

## Major and Secondary disabilities

A major disability is the physical or mental condition, impairment, or disease most responsible for an individual's work limitation. The Case Service Report contains information on



numerous specific disabilities with respect to the individuals who achieved employment outcomes in FY 1995. For this report, we have grouped them into separate major categories. Orthopedic impairments (20.8 percent), mental disorders (17.7 percent), mental retardation (13.4 percent), and substance abuse (10.4 percent) were the four leading disability categories reported. The next three disability groups most often reported were visual impairments (9.2 percent), learning disabilities (8.1 percent), and hearing impairments (7.2 percent) for the work limitation.

Approximately 41.3 percent of the individuals also had secondary disabilities that limited their ability to work.

### **Severely disabled**

More than 75 percent of the individuals with employment outcomes in FY 1995 were classified as severely disabled. This percentage has been increasing each year and reflects the statutory requirement that State agencies must accord individuals with the most severe disabilities priority for VR services, if they cannot serve all eligible individuals.

### **Public support**

A little more than a fourth of the individuals with employment outcomes (25.3 percent) were receiving public assistance during vocational rehabilitation. Approximately 13 percent were receiving SSDI during VR, while 15.8 percent were receiving SSI based on disability.

### **Time in the VR System**

An overwhelming majority (86.6 percent) of the individuals were in VR for more than six months before they were closed from the system. The average time in the VR system for these individuals was 23.7 months.

### **Cost of purchased services**

VR agencies are required to report the total cost of services they purchased from outside sources for each individual who achieved an employment outcome. This cost does not include an agency's own administrative or counselor cost, nor does it include the cost of rehabilitation services, if any, that the agency provided directly to the individual. For example, some VR agencies operate their own rehabilitation facilities. For this latter group, the cost of purchased services reported may be comparatively low. The cost of purchased services varies widely. About 27 percent of the individuals with an employment outcome had purchased services costs of between \$100 and \$999, and about 28 percent of these individuals had costs between \$1000 and \$2,999. One-third

had costs of \$3000 and above (19 percent had a cost of \$5000 or more). The mean cost of purchased services per individual was \$3,312.

### Types of services provided

Nearly everyone (90.4 percent) received diagnosis and evaluation services while 37.7 percent received restoration (physical or mental) services, 35.8 percent received job placement services, 42.2 percent received job referral services, 35.3 percent received transportation services, and 21.5 percent received maintenance services. The percentages of individuals receiving training services ranged from 7.8 percent for on-the-job training to 24.9 percent for personal and vocational adjustment training.

### Type of facility or agency providing services

Private individuals are the most common providers of services, having provided services for 41.8 percent of all individuals who had an employment outcome rehabilitated. The next most frequent providers are community rehabilitation programs (34.3 percent), followed by private organizations and agencies (31.2 percent), and educational institutions (20.7 percent).

### Employment status and earnings

At application, 18.8 percent were employed in the competitive labor market and 74.5 percent were nonworkers. Homemakers constituted a small fraction (3.5 percent), while extended employment represented an even smaller fraction (2.2 percent). The remaining 1 percent were either self-employed or unpaid family workers.

At closure, 85.4 percent were placed into competitive employment, 7.6 percent were homemakers, and 4 percent were placed in extended employment. Individuals who were self-employed or working in State agency-managed business enterprises accounted for only a small portion (2.7 percent), while the remaining 0.3 percent were unpaid family workers.

As for weekly earnings, 78.2 percent had no earnings at application, while 13.3 percent had earned between \$1 and \$199. The remaining 8.4 percent had earned \$200 or more weekly. The mean weekly earnings at application was \$41.46.

At closure, 7.9 percent had no weekly earnings, 40 percent were earning between \$1 and \$199, while the remaining 52.2 percent were earning \$200 or more a week. The mean earnings at closure was \$214.82.



Thus, the economic status of those who achieved employment outcomes, as measured by work status and weekly earnings, improved considerably from application to closure. Most of this improvement, if not all, can be attributed to the VR program.

### Primary sources of support

Another indicator of improvement in economic status is the change in primary source of support from application to closure. At application 17.8 percent reported personal income as their primary source of support, while at closure 73.2 percent reported their own earnings as their primary source of support. Forty percent reported family and friends as their primary source of support at application, while only 9.2 percent reported that kind of support at closure.

### Occupation at closure

The type of occupation of individuals at closure is classified according to the system in the Dictionary of Occupational Titles. This classification system gives additional specification of the nature of work. Of those individuals employed at closure, 15.8 percent were in professional, technical, or managerial occupations, while 25 percent worked in service positions, 26.3 percent worked in industrial fields, and 13.9 percent were holding clerical positions.

## REASONS FOR CLOSING CASE RECORDS OF INDIVIDUALS WHO DID NOT ACHIEVE EMPLOYMENT OUTCOMES

As part of the RSA-911 system, we require that State VR agencies provide the reasons individuals did not achieve an employment outcome. There were 151,245 case records closed before a determination of eligibility (not accepted), and 245,650 case records closed for individuals who were determined eligible but did not achieve an employment outcome. The reasons for closure of these cases are presented below (see also Appendix D, Table 2).

### Case records closed before a determination of eligibility

State VR agencies closed 45,397 case records before determining eligibility because the individual refused services. These records represented 30 percent of the total 151,245 case records. Less than a fifth (17.8 percent) of the records were closed because persons failed to cooperate. An additional 16 percent were closed because the individual could not be found after application. Reasons related to eligibility requirements were reported by 26,806 individuals (17.8 percent). Specifically, individuals whose case records were closed before an eligibility determination because they did not have a vocational impediment, or a disabling condition accounted for 14.9 percent. In addition,

agency staff determined that 2.9 percent of the persons had disabilities that were too severe for them to benefit from services. The remaining (18.5 percent) was closed for a variety of other reasons.

#### Case records closed after a determination of eligibility

Nearly one-third (30.9 percent) of the eligible individuals who did not achieve an employment outcome refused further services. More than a fourth (26 percent) could not be found and nearly a fifth (19 percent) failed to cooperate.

A smaller proportion (3.6 percent) had case records closed because their disabilities were too severe, while the remaining (20.5 percent) was closed for a variety of other reasons.

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### COMPARISON OF ECONOMIC GAINS FOR PERSONS WHO ACHIEVED EMPLOYMENT OUTCOMES IN FISCAL YEAR 1995, BY SEVERITY OF DISABILITY

#### Introduction

Section 13 of the Rehabilitation Act requires RSA to provide "an evaluation of the status of individuals with severe disabilities participating in programs under the Act . . . " to be made part of the Annual Report. This section provides information on the economic gains of persons classified as severely disabled and non-severely disabled, from data obtained under the Case Service Report System (RSA-911). Using the definition of individual with a severe disability provided in the Act, State VR agencies classified persons by severity of disability, and reported that information to RSA.

As one may expect, individuals with severe disabilities came to the VR program working less and earning less than those with non-severe disabilities. While both groups made dramatic gains from application to closure, those with non-severe disabilities gained more. Tables presenting information on the two groups can be found in Appendix H.

#### Comparison of Economic Gains

##### Employment Status

A comparison of the employment status at application with employment status at closure for each group is helpful in assessing gains.

Among those individuals with severe disabilities, most nonworkers at application went into the competitive labor market at closure (nonworker-student: 90.6 percent; nonworker-trainee: 85.2 percent, and nonworker-other: 83 percent). Six in ten (60 percent) of the unpaid family workers at application were in the competitive labor market at closure. Fourteen percent of the homemakers at application were competitively employed at closure.

Those with non-severe disabilities not working made substantial gains in employment status from application to closure, as 91 to 97 percent of them were placed in competitive employment at closure. Nearly two-thirds (65.2 percent) of the unpaid family workers at application were placed in the competitive labor market at closure, while less than a third (30.3 percent) of the homemakers were in the competitive labor market (Table 5).

### Earnings

For both groups, the mean earnings at closure are much higher than the mean earnings at application (Tables 6 and 7).

A small percentage of both groups had loss of earnings (Severe: 3.8 percent; Non-severe: 4.2 percent) while for an appreciable proportion among both groups there was no change in earnings (Severe: 12.4 percent; Non-severe: 8.4 percent). Five out of six (83.9 percent) of those with severe disabilities had gains in earnings, while seven out of eight (87.4 percent) among those with non-severe disabilities had gains. The mean difference in earnings for those with non-severe disabilities is appreciably higher than that for those with severe disabilities (\$209 versus \$162) (Table 8).

### Primary Source of Support

As for the change in primary source of support from application to closure, among those who were severely disabled, a little more than three-fourths (76.0 percent) of those who reported private sources at application changed to support from personal income. More than a half (51.0) of those who reported public sources at application changed to support from their own earnings (Table 13). Among those who were not severely disabled, 86.4 percent of those who reported private sources at application changed to support from their own earnings. About the same proportion (85.8 percent) of those who reported public sources changed to support from personal income.

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## Post-Employment Services and Annual Reviews of Ineligibility Determinations and Extended Employments, FY 1985 to 1995

The report on Post-Employment Services and Annual Reviews (Form RSA-62) submitted each year by State VR agencies contains statistical information on three separate activities conducted under Title I of the Act. These activities are: (a) delivery of post-employment services to persons who had previously achieved an employment outcome; (b) reviews of ineligibility determinations; and (c) reviews of placements into extended employment, including sheltered workshops. A decade-long summary of activity in these three areas at the national level is presented below and in four tables in Appendix E.

### Post-employment services (Appendix E, Tables 1 and 2)

Section 103(a)(2) of the Act identifies many types of VR services that can be provided to individuals with disabilities. Included among these services are post-employment services necessary to assist who had previously achieved an employment outcome to maintain, regain, or advance in employment. State agencies can provide these services such as medical treatment and transportation assistance without having to re-open the recipient's case.

The number of persons receiving post-employment services (PES) increased steadily from FY 1985 through FY 1994, but declined in 1995. Of those who received PES in FY 1995 (20,725), 82.5 percent were individuals with severe disabilities. The primary goal of post-employment services--maintaining, regaining or advancing in employment--was met by 76 percent of all individuals for whom the services were completed or terminated. In FY 1995, the cases of 10,635 individuals were terminated, including the cases of 8,767 individuals with severe disabilities.

The utilization rate, or the number of persons getting post-employment services as a percent of the number who achieved an employment outcome in the previous fiscal year, has slightly decreased in FY 1995, deviating from the trend noted since FY 1985. Individuals receiving post-employment services in FY 1995 were 10.2 percent of all individuals who achieved an employment outcome in FY 1994 (203,035). The utilization rate was 11.5 percent for individuals with severe disabilities and 6.7 percent for individuals with non-severe disabilities. Looking by type of agency, the rates were 25.2 percent for agencies for individuals who are blind and 9.5 percent for the general/combined agencies.

### Review of ineligibility determinations (Appendix E, Table 3)

State agencies are required by Section 101(a)(9)(D) of the Act to review each determination of ineligibility no later than 12 months following such determination. The review makes it possible

for some individuals to be accepted for rehabilitation services after previously being declared ineligible for such services.

There were 10,883 reviews of ineligibility determinations conducted during FY 1995, 32 percent fewer than the number of reviews in FY 1994. Although there was a declining trend in the number of ineligibility reviews since 1985, the decline observed in 1995 is much sharper than in any previous one-year period since 1985.

Only 3.8 percent of the individuals whose reviews were completed in FY 1995 were accepted for services, while 1.8 percent were not accepted for services and 1.5 percent had re-entered the rehabilitation process, but their eligibility for services had not been determined. An overwhelming majority, 92.9 percent, of the reviews completed required no further consideration from the state agency.

#### Reviews of extended employment (Appendix E, Table 4)

Section 101(a)(16) of the Act requires state agencies to conduct periodic reviews and reevaluations of the status of persons placed into extended employment to determine the persons interests, priorities and needs for employment in the competitive labor market.

In FY 1995, there were 39,004 reviews (37,138 completed) of extended employment placements, about one percent fewer than in FY 1994. Of those completed, 5.3 percent resulted in placements into competitive employment or self-employment. Over four out of five individuals (81.2 percent) were maintained in extended employment. Most of the remaining individuals were not available for a review (10.5 percent) while a few (3.0 percent) had re-entered the VR process.

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#### THE RESOLUTION OF APPLICANT/CLIENT APPEALS

Section 102(d) of the Rehabilitation Act of 1973, as amended, requires that the director of the designated state VR unit establish procedures for the review of determinations made by rehabilitation counselors or coordinators. The individual with a disability, or in appropriate cases, his or her representative, must request such reviews. The procedures must provide an opportunity for the individual to submit additional evidence and information. An impartial hearing officer (IHO) reviews this information and makes a decision based on the provisions of the approved title I state plans.

If the director of the designated state unit decides to review the determination of the IHO, such a decision must be based on standards of review contained in written state unit policy. The director of the designated state unit cannot overturn or modify a determination of the IHO that supports the position of the individual unless the director concludes, based on clear and convincing evidence, the IHO's determination is clearly incorrect because it is contrary to the approved state plan, the Rehabilitation Act, or Federal or State regulations or policy.

The above procedures do not apply if a state established, prior to January 1, 1985, a fair hearing board authorized under state law to review the determinations of VR counselors/coordinators and to carry out the responsibilities of the director of the designated state unit in this regard.

Paragraphs 6(A) and (B) of Subsection 102(d) of the Act specify the requirements for and the type of data state agencies must collect and report annually to the Commissioner on applicant/client appeals. This information is transmitted to RSA using Form RSA-722 (Resolution of Applicant/Client Appeals). The tables in Appendix G and the statistical summary presented here encompass data reported by the state VR agencies that had activity involving appeals during FY 1995.

IHOs handled 1,194 appeals during FY 1995. This total was 10.5 percent more than in the previous year (see Table 2). They resolved the majority (81 percent) of the cases reviewed in this period. Among the 967 appeals resolved, more than half (57.6 percent) were withdrawn before the IHO could render a decision, 31.6 percent were resolved in favor of the state agency, and 10.8 percent were resolved in favor of the individual (Table 1).

The most common specified issue involved the nature and contents of individualized written rehabilitation programs (IWRP). More than a third had problems with their IWRPs. One-fourth of the appeals pertained to determinations of eligibility for VR, including the provision of extended evaluation (EE) services for the purpose of housing an eligibility determination. Appeals resolved by the IHO with unspecified complaints (all other issues) represented 15.2 percent. Compared with the year before, individuals filed more complaints in every category except three (eligibility for VR/EE, cost of services, and unspecified). (See Table 5A.)

A total of 340 IHO decisions were concluded during FY 1995. State directors reviewed and reversed or sustained 129 of these IHO decisions (40.9 percent) during FY 1995. This was 3.2 percent more than the number reviewed during FY 1994. There were 178 IHO decisions that the state director did not review, and 33 were concluded before the director made a determination. Of the decisions reviewed, state directors sustained in 87, or 67.4 percent, of the



IHO decisions favoring the state agency. The director overturned or modified the decision of an impartial hearing officer in only 14 instances (Table 3).

Issues involving the nature and content of IWRPs were the most common identified in IHO decisions handled by the state director (25.9 percent registered this complaint). This was followed by issues concerning eligibility for VR, including the provision of EE services (19.1 percent), delivery and quality of services other than counseling (17.6 percent), and nature and quality of rehabilitation outcome (10.6 percent). Complaints/issues not specified (all other) represented 5 percent of the total available. State directors reviewed more cases involving the nature and content of IWRP, the delivery and quality of rehabilitation services, and the nature and quality of rehabilitation outcome in 1995 than in 1994 (Table 5B).

By law, state Client Assistance Program (CAP) agencies can provide assistance to consumers and consumers applicants with the formal appeals process. At least one-third of the appeals handled during FY 1995 were filed with assistance from the CAP agency. The greatest amount of CAP involvement was reported for IHO decisions favoring the individual; 57.7 percent were resolved with CAP assistance. (See Table 6A.)

Forty-four percent of the IHO decisions reviewed by state directors during this year were cases in which the clients received assistance from CAP. The proportion of CAP assistance among the different outcomes ranged from reversing 33.3 percent for IHO decisions favoring the agency to sustaining 67.9 percent for decisions favoring individuals (Table 6B.)

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## **Section 103(b)**

### **Vending Facility Program**

**See also 20 U.S.C. 107 et. seq.  
(Randolph-Sheppard Act)**



## REHABILITATION SERVICES ADMINISTRATION

### Office of Program Operations

Section 103(b) .

See also 20 U.S.C. 107 et seq. (Randolph-Sheppard Act)

Vending Facility Program

Federal Funds \$29,100,000 (Section 110 funds)

### MISSION, PURPOSE AND BACKGROUND

Section 103(b)(1) of the Rehabilitation Act provides that vocational rehabilitation (VR) services, when provided to groups, can include management and supervision and other services to improve small businesses operated by severely disabled individuals.

The Vending Facility Program, authorized by the Randolph-Sheppard Act, is funded by the use of VR services program funds for groups, federal vending machine income, a levied set-aside from vendors, and state appropriations. The program provides persons who are blind with remunerative employment and self-support through the operation of vending facilities on federal and other property.

The program, enacted into law in 1936, was intended to enhance employment opportunities for trained, licensed blind persons to operate facilities. At the outset, sundry stands were placed in the lobbies of federal office buildings and post offices. The law was amended in 1954 and again in 1974 to assure individuals who are blind a "priority" in the operation of vending facilities on federal property, which include cafeterias, snack bars, and automatic vending machines.

Over 25,000 blind persons have been employed in this program since its inception. The program has broadened considerably from federal locations to also include state, county, municipal, and private installations.

### HIGHLIGHTS

#### Facilities, Vendors and Other Personnel

Reports from 51 State licensing agencies show:

- o In FY 1995, there were 3,448 vending facilities 1,126 were located on Federal property and 2,322 on non-federal property compared to 3,432 in FY 1995, an increase of 16 locations;
- o Employment was provided for 3,108 blind vendors in FY 1995, compared to 3,188 the previous year. In FY 1995, 1,010 vendors were on Federal property and 2,098 were on non-Federal property;

- o A total of 334 blind persons were trained to become vendors in FY 1995, compared to 356 the previous year, a decrease of 22 persons; 192 were placed as licensed operators. In addition, 41 trainees were placed as employees in facilities operated by blind vendors and in allied food service programs compared to 45 similar placements in the previous year;
- o In FY 1995, 463 blind individuals received upward mobility training, compared to 606 in FY 1994; of the 463 receiving upward mobility training, 156 were promoted to more lucrative jobs in the program;
- o A total of 845 potential sites for new facilities were surveyed by state licensing agencies and 258 were accepted;
- o The General Services Administration had the largest number of Randolph-Sheppard facilities on its property, with 474. This was followed by the U.S. Postal Service with 312 facilities, and the U.S. Department of Defense with 106 facilities;
- o In addition to the 3,108 licensed blind operators employed in vending facilities, the vending facility program employed 310 individuals with visual impairments and 249 with other disabilities.

#### **Program Income**

The program gross income for FY 1995 (including gross sales, vending machine and other income) from all facilities totaled \$419.6 million, an increase of \$12.6 million over FY 1994 (\$407.0 million). Vendor earnings were \$79.1 million, \$1.2 million less than in FY 1995. The national average annual earnings of all vendors was \$26,653 in FY 1996, a decrease of \$340 from FY 1995.

The average annual earnings of vendors is determined by dividing the vendors' total earnings by the number of vendor person years. In FY 1995, the number of vendor person years was 2,967.

#### **Program Expenditures**

The total program expenditures for administering the Vending Facility Program by the state licensing agencies were \$62.1 million in FY 1996. The funding for those expenditures came from the following sources of support: vending machine income - \$12.5 million; levied set-aside from vendors - \$13.5 million; state appropriations - \$5.9 million; and federal (Section 110) funds - \$29.1 million. The data show that 485.6 person-years were used to administer the Vending Facility Program.

## Types of Facilities

This report identifies differences in data on the following specific types of facilities: snack bars and other facilities, vending machines, and cafeterias. In FY 1995, of the total 3,448 vending facilities, 1,838 were snack bars and other facilities, 452 were cafeterias, and 1,158 were vending machines.

### Snack Bars and Other Facilities

There were 1,838 snack bars and other facilities in operation in FY 1996, with 613 on federal property and 1,225 on non-federal property. The gross sales for this type of facility was \$207.8 million, or 51 percent of the total program gross sales (\$410.9 million). The average vendor earnings was \$23,013.

### Cafeterias

There were 452 cafeteria-type facilities, with 112 located on federal property and 340 located on non-federal property. The gross sales from cafeterias was \$99.6 million, 24 percent of the total program gross sales. The average vendor earnings for this category was \$27,991.

### Vending Machine Facilities

There were 1,158 vending machine facilities, 411 on federal property and 747 on non-federal property. The gross sales from vending machines was \$103.5 million or 25 percent of the total program gross sales. The average vendor earnings for this category was \$36,683.

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## **Section 112**

# **Client Assistance Program**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Program Operations

#### Section 112

Client Assistance Program (CAP)

Federal Funds \$9,824,000

### MISSION AND PURPOSE

This formula grant program provides assistance and advocacy to individuals seeking or receiving services under the Act, and information and referral services to individuals with disabilities concerning benefits and services under the Act and Title I of the Americans with Disabilities Act.

### ACTIVITIES AND ACCOMPLISHMENTS

In FY 1995, CAP grants supported fifty-seven states and territories, which ranged from \$45,000 to \$956,935. See Appendix B, B-3 and B-4. States must operate a CAP to receive funds under Section 110 of the Act (the State VR Services Program). Grants are administered by agencies designated by the governors. Generally, these agencies must be independent of any agency that provides rehabilitation services under the Act.

We published final regulations implementing the 1992 amendments in 1993. These regulations address requirements under the 1992 and 1993 amendments that CAPs facilitate access to services funded under the Rehabilitation Act through individual and systemic advocacy and provide information on the available services and benefits under the Rehabilitation Act and Title I of the Americans with Disabilities Act.

The following narrative is a statistical summary of activities in agencies designated to administer the CAP. Charts and tables presenting data reported for FY 1995 are found in Appendix F. CAP agencies transmit this information to RSA via Form ED-RSA-227, the Annual Client Assistance Program Report.

#### Agency Workload Data

A total of 62,024 individuals received CAP services during FY 1995, an increase of 6.7 percent over the previous year's total. This was due to an increase in the number of consumers who received routine information and referral services. Annual CAP data collected by RSA indicate that the number provided with these services increased from 46,618 (1994) to 50,904 (1995). This group represented 82.1 percent of the total customers served by CAP agencies during FY 1995.

The number of individuals who received extensive services fell from 11,492 (1994) to 11,120 (1995). Agencies also experienced decreases in three of the remaining four caseload areas for this period. The number of persons with CAP cases pending at the year's end increased by approximately 10 percent.

Beyond data on the number of persons served, the Act requires CAPs to report on the number of requests they were unable to handle for those individuals whose cases closed, and the reasons that the programs were unable to handle all the requests. During FY 1995, 7,962 consumers reported that their cases were closed. Of this total, 795, or 10 percent, had cases closed before agencies could resolve their problems. The most common reasons for closure before resolution include: Consumers withdrew cases; CAP agencies were unable to locate individuals after services began; cases lacked merit; individuals did not cooperate with agency staff; and individuals were later determined ineligible for CAP services.

### Program Data

CAP agencies recorded age for the majority (98 percent) of the individuals who received extensive CAP services during Fiscal Year 1995. Individuals between the ages of 26 and 40 years accounted for the largest proportion (43.4 percent and 45.1 percent in FY 1995 and 1994, respectively). Individuals between the ages of 41 and 59 years followed this group (33.5 percent in FY 1995). Consumers and consumer applicants under the age of 21 represented 6.8 percent of the total and 0.9 percent were 65 years or older. This was a slight change from last year when these groupings accounted for 7.3 percent and 1 percent, respectively.

The distribution by gender has remained constant. Males continue to account for most of the persons served (55.5 percent in FY 1995 and 55.2 percent in FY 1994).

Whites comprised 74.9 percent of the CAP caseload. The largest minority group (blacks) accounted for 15 percent of the total. The proportion represented by Hispanics, regardless of racial classification, increased from 4.6 percent (FY 1994) to 7.1 percent (FY 1995).

Additional FY 1995 CAP data show that 94.7 percent of the individuals served as cases were consumers or consumer applicants of the VR Basic State Grants Program. Consumer applicants and consumers of independent living programs (discretionary or formula grant) represented 3 percent of the total during FY 1995. Applicants/consumers of the remaining discretionary grant programs (special projects) and community rehabilitation programs (non-VR) also accounted for 3 percent of the total.

The data also indicate that 95.3 percent of the cases had concerns involving the VR agency, with the largest problem area (63.6 percent) reported as service-related. Agencies received requests for information from 45.6 percent, and 27.6 percent reported conflicts with service providers. Communication was a problem for 22.3 percent, and concerns about eligibility, and application were recorded by 21.9 percent.

Traditionally, orthopedic impairments and emotional disorders are the disabling conditions most frequently reported for persons who receive extensive services from CAP agencies. During FY 1995 these disabilities accounted for 23.7 percent and 18.3 percent, respectively. Visual impairments, which accounted for 9.9 percent, comprised the third largest disability category.

More individuals received advisory/interpretational services than any other type of extensive service. These services that include advising persons of the benefits available and their rights and responsibilities concerning those benefits were provided to 73.6 percent. Information and referral services were received by 60.8 percent and agencies provided mediation/negotiation services to 51.6 percent. Legal services are those provided to assist consumers in judicial or court actions only. During FY 1994, less than 1 percent (0.6 percent) received legal services. Assistance with administrative (informal reviews) and fair hearings (formal appeals) was provided to 7.1 percent and 2.3 percent, respectively. Individuals who received services related to transportation and employment accounted for 4 percent.

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## **Section 130**

### **American Indians with Disabilities Rehabilitation Services Projects**



## REHABILITATION SERVICES ADMINISTRATION

### Office of Program Operations

#### Section 130

American Indians with Disabilities Rehabilitation Services Projects  
Federal Funds \$10,270,725

#### MISSION AND PURPOSE

The purpose of this program is to support projects providing vocational rehabilitation services to American Indians with disabilities who live on Federal or State reservations. Only American Indian tribes or consortia of such tribes may apply for support under this program. The projects funded under Section 130 are required to provide a broad scope of vocational rehabilitation services in a manner and at a level of quality at least comparable to those services provided by State vocational rehabilitation agencies. This program is funded through a set-aside of the VR State Grants program. In fiscal year 1995, the required minimum amount to be set aside was one half of one percent.

#### ACTIVITIES AND ACCOMPLISHMENTS

There was a significant increase in the funds available to support grants under this program in FY 1995, resulting from changes to the set-aside provision in 1992. Specifically, the 1992 Amendments increased the minimum amount of the set aside from one-third of one percent to one-half of one percent. As a result RSA was able to increase the total number of projects supported under this program from 23 to 32. In FY 1995, RSA funded 18 new projects including seven tribes that had not with no history of a previously received a section 130 grant and 11 projects that had previously received such a grant, and 14 continuing projects. The five new projects included the Pueblo of Laguna in New Mexico, Hannahville, Grande Ronde, Sycuan, Oglala Sioux Tribe at Pine Ridge and Cheyenne River Sioux at Eagle Butte in South Dakota, and the Tlinget & Haida Tribe in Juneau, Alaska. The 32 projects are located in 15 states and six federal regions of the country. States with the most grants are Alaska, Montana, Oklahoma, and Washington, which each have four.

The quality of applications submitted under this program in the past few years has improved notably enabling peer reviewers to recommend an increasing number of projects for funding. Technical assistance to improve the quality of applications has been provided by RSA staff, the state vocational rehabilitation agencies, the American Indian Research and Training Centers in Flagstaff and Tucson, Arizona, and through the Regional Rehabilitation Continuing Education Programs under the RSA Cultural Diversity Initiative. In FY 1995, peer reviewers recommended an additional five applications that RSA was unable to support due to limited funds.

In July of 1995, the Department published proposed rules that would amend the regulations implementing the Vocational Rehabilitation Service Projects for American Indians with Disabilities program to provide greater funding continuity for tribal projects that are performing effectively by extending the normal 36-month project period for up to 24 additional months. Final regulations were later published in November of 1995.

Examples of notable projects that were operating in FY 1995 include:

The Shoshone-Bannock Tribes on the Fort Hall Indian Reservation in Idaho was in the third year of a three-year grant. The project, which serves all disabilities, focuses on specific learning disabilities (SLD) in response to a priority established in the Section 130 program for the FY 1992 competition. There were about 50 individuals in the active caseload in FY 1995. The project works closely with the Idaho Division of Vocational Rehabilitation, the Idaho Commission for the Blind, the five school districts on or near the Fort Hall Reservation, and other agencies that provide services to American Indians with disabilities who live on the reservation.

About 4,000 American Indians are living on this 543,900-acre reservation in Southeastern Idaho. The population has an estimated disability rate of 29 percent. One of the most prevalent disabilities is SLD. A 1992 survey found more than 150 American Indian children in special education programs in the five schools serving the reservation. They diagnosed the majority with SLD. By working cooperatively with the schools, the project is developing programs so that these children will be able to make the transition to adult services and prepare for employment. The project staff, as part of this focus on SLD, has participated in research conducted by Northern Arizona University American Indian Research and Training Center to determine more effective ways to provide appropriate rehabilitation services to this population.

The Cherokee Nation of Oklahoma provides comprehensive rehabilitation services to the 12 American Indian Tribes residing in the 14-county jurisdictional area. Legally, the entire state of Oklahoma is considered a reservation since it was, at one time, the geographical area set aside for reservations for many displaced tribes. The state has the largest American Indian population in the nation -- more than 252,000 reside there. There are

102,747 American Indians residing in the 14-county area with tribal records showing a total of 26,715 individuals with disabilities and more than 8,200 with severe disabilities.

The Cherokee Nation project coordinates the VR services for the Loyal Shawnee, Delaware of the East, Modoc, Ottawa, Peoria, Quapaw, Seneca-Cayuga, Wyandotte, Creek, Miami, and Choctaw tribal members with disabilities as well as for their own tribal members with disabilities who reside in the target area.

The active caseload of the Cherokee Nation project was well over a 100 in FY 1995. The project has developed an extensive referral system and an extensive system of cooperation with the state VR agency, the Indian Health Services, and local and state educational and training programs. This enables the project to utilize all available services.

The state VR agency and the project serve consumers jointly. Emphasis is placed on those individuals who need expensive services, thereby enabling the limited funds of the project to be used to serve more individuals. The project, through joint training activities with the state VR agency, has increased the VR staff's knowledge and understanding of cultural issues and improved state outreach to this large underserved group of individuals with disabilities. As a result, the project has increased the effectiveness of services to American Indians throughout the state.

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# T i t l e    I I

## **Sections 200-204**

# **The National Institute on Disability and Rehabilitation Research**

## THE NATIONAL INSTITUTE ON DISABILITY AND REHABILITATION RESEARCH

### Sections 200-204

The National Institute on Disability and Rehabilitation Research  
Federal Funds \$70,000,000.

The National Institute on Disability and Rehabilitation Research (NIDRR) provides leadership and support for national and international programs of rehabilitation research and the utilization of the information acquired through these programs. In addition, the director of the Institute serves as chair of the Interagency Committee on Disability Research (ICDR), which is charged with coordinating rehabilitation research efforts throughout the federal government. NIDRR also administers the technology assistance program whose funds are provided through the Technology-Related Assistance for Individuals with Disabilities Act.

In FY 1995, the NIDRR program budget was \$70,000,000. These funds supported:

- 46    Rehabilitation Research and Training Centers  
      (\$24,267,000),
  - 16    Rehabilitation        Engineering        Research        Centers  
      (\$10,840,000),
  - 52    Field-Initiated Research Projects (\$6,690,000),
  - 17    Research and Demonstration Projects (\$3,775,000),
  - 23    Research Dissemination and Utilization Programs  
      (\$10,244,000),
  - 15    Research Training and Career Development grants  
      (\$2,315,000),
  - 18    Model Spinal Cord Injury Projects  
      (\$7,000,000)
  - 19    Small Business Innovative Research grants  
      (\$1,585,000),
  - 9     Outreach to Minority Colleges (\$700,000),
  - 15    Mary E. Switzer Fellowships (\$575,000),
  - 4     Innovation Grants (\$200,000)
- Peer Review and other Expenditures (\$1,800,000).

## Rehabilitation Research and Training Centers

Federal Funds \$24,267,000

Each of the 46 Rehabilitation Research and Training Centers (RRTCs) focused on a particular aspect of the medical, psychosocial, or vocational rehabilitation of persons with disabilities. Among the areas of concentration were specific disabling conditions: traumatic brain injury, deafness, low vision, spinal cord injury, arthritis, long-term mental illness, or neuromuscular disorders. Other RRTCs studied activities and services that affect the lives of disabled people, such as independent living, housing, service delivery, rehabilitation strategies, and information systems. Knowledge contributed by the RRTCs has influenced the fields of rehabilitation medicine, vocational counseling, social work, and architecture.

### EXAMPLE

The Health Policy Research and Training Center in Medical Rehabilitation, Medlantic Research Institute, National Rehabilitation Hospital Research Center, Washington, D.C.

This project (1) identified the service needs of major impairment groups; (2) conducted a survey to evaluate rehabilitation capacity; (3) performed several longitudinal studies on newly impaired individuals to ascertain patterns of recovery, optimal patterns of utilization of medical rehabilitative services, service outcomes, and cost; (4) evaluated the continuity of services and identified the types of individuals with disabilities and those who are socially and economically disadvantaged who fail to receive the services they need; and (5) assessed the relative costs and outcomes of current methods of providing rehabilitation.

## Rehabilitation Engineering Research Centers

Federal Funds \$10,840,000

NIDRR funded 16 Rehabilitation Engineering Research Centers (RERCs) in FY 1995. These centers sought solutions to disability-related problems through the application of technological advances. Areas of interest include sensory loss, mobility impairment, chronic pain, communication difficulties, technology transfer, and the evaluation and adaptation of assistive devices.

### EXAMPLE

Rehabilitation Engineering Research Center on Universal Telecommunications Access (RERC), Gallaudet University, Technology Assessment Program, Washington, D.C.

As a result of deregulation of the telecommunications industry in the 1980s and convergence of telephone, computer, and television technologies in the 1990s, telecommunications technologies are

undergoing rapid change. RERC conducted research and engineering activities improve the accessibility of emerging telecommunications systems and products. RERC projects concentrated on: systems engineering analyses, telecommunications access research (focusing on needs assessment and development of design solutions), universal design specification and review (aimed at developers of products and services), development of telecommunications standards that include accessible features, telecommunications applications for increased independence, and knowledge utilization and dissemination. The RERC combined expertise from Gallaudet University, the Trace Research and Development Center at the University of Wisconsin, and the World Institute on Disability (WID) with experts from the telecommunications industry, through the active involvement of two noted telecommunications consultants, Richard P. Brandt and Dale Hatfield.

#### **Field-Initiated Research**

Federal Funds \$6,690,000

This program category allows NIDRR to fund activities that blend well with its overall research mandate but which fall outside the usual range of priorities. Institutions of higher education, non-profit organizations, and profit-making businesses are eligible to apply for this type of grant.

#### **EXAMPLE**

**Forging Coalitions: Networking with Traditional Civil Rights Organizations Toward Promoting Minority Leadership and Disability Advocacy, University of Nebraska Medical School, Omaha, Nebraska**

This project developed a regional network of disability advocacy leaders who are members of minority groups with disabilities and their families. The project engaged traditional civil rights organizations (such as the National Urban League) in the cultivation of disability advocacy leaders to establish their organizational presence as national partners in the disability advocacy rights movement; and established coalitions with national networks of mainstream disability advocacy groups such as the Associations for Retarded Citizens (ARC) and Independent Living Centers (ILCs).

#### **Research and Demonstration Programs**

Federal Funds \$2,775,000

To augment the work of the RRTC's and RERC's, NIDRR funds Research and Demonstration programs that focus on specific problems encountered by individuals with disabilities and the rehabilitation and other professionals who serve them. NIDRR supported 17 such programs in FY 1995.



## EXAMPLE

### Risk Pathways in Maltreatment of Children with Disabilities Allegheny-Singer Research Institute, Medical College of Pennsylvania/Hahnemann University, Pittsburgh, Pennsylvania

This project identified factors implicated in physical abuse, sexual abuse, and neglect in children with disabilities; determined whether factors associated with disability are related to maltreatment; and elucidated the interrelationships among potential risk factors. A comprehensive assessment of social, family, parental and child characteristics was administered to 225 maltreated children (ages 3-12 years) with disabilities and their parents. A stratified sampling strategy was used so that each type of maltreatment (physical abuse, neglect, sexual abuse) and each of three age ranges (3-6, 7-9, 10-12) are equally represented. In order to examine whether children with disabilities are treated differentially by parents, the assessment included a sibling who is nearest in age to the index child with a disability. Structural equation modeling was employed to test specific hypotheses regarding the primary pathways to physical abuse, neglect, and sexual abuse, respectively. In addition, a cohort of 90 maltreated children without disabilities was recruited. These subjects were matched to and contrasted with 90 subjects from the disability group on type of maltreatment, age, and gender.

Research Dissemination and Utilization Programs  
Federal Funds \$10,244,000

NIDRR's mission includes not only research but the effective use of that research. Through 23 Research Dissemination and Utilization grants in FY 1993, the agency is placing the knowledge gained through other programs in the hands of rehabilitation professionals, educators, technology developers, and individuals with disabilities.

## EXAMPLE

### National Center for the Dissemination of Disability Research Southwest Educational Development Laboratory, Austin, Texas

This project identified selected research outcomes generated through NIDRR project activity for further dissemination to specific target audiences. Information and self-help materials were produced for use by researchers and others in developing dissemination-sensitive research designs. Multicultural factors that influence dissemination and utilization were addressed through task force and material development activities. Ongoing informational networking efforts were conducted by the project through a variety of approaches, including computer-based networks on the Internet and quarterly newsletter publications.

**Research Training and Career Development Grants**  
Federal Funds \$2,315,000

These grants are designed to acquaint professionals in rehabilitation-related disciplines with research methods and statistical analysis. Psychiatrists and other physicians, speech therapists, rehabilitation engineers, physical therapists, neurophysiologists and others receive training for periods of one to three years.

**EXAMPLE**

**Advanced Multidisciplinary Training Program in Rehabilitation Research, Kessler Institute for Rehabilitation, University of Medicine and Dentistry of New Jersey Medical School, West Orange, New Jersey**

The project provided advanced training of postdoctoral MDs and PhDs using the team approach. The training program for each individual was based on a structured plan for a mentoring team. Each mentoring team was comprised of a rehabilitation research mentor, who ensured application of the proposed research to rehabilitation; a specialization area mentor, who provided detailed guidance in a scientific discipline relevant to rehabilitation (e.g., neurophysiology, pharmacology, neuropsychology, bioengineering) or in a particular diagnostic group (e.g., SCI, TBI); and a methodologist or statistician who assisted the trainee or fellow in mastering research tools that enable scientific advances and ensure that rigorous standards are met.

**Spinal Cord Injury Programs**  
Federal Funds \$7,000,000

These specialty projects continue research and evaluation of a comprehensive coordinated service delivery system from point of injury, through acute medical rehabilitation, community reintegration and long-term follow-up care. Projects concentrate on collaborative prevention of costly secondary complications and test new medical and rehabilitative therapies. A major thrust of this program is the continued demonstration and refinement of the model and its application to other severe disabling conditions, such as traumatic brain injury, severe burns and coronary disease.

**EXAMPLE**

**Rocky Mountain Model Spinal Cord Injury System, Craig Hospital, Rocky Mountain Spinal Injury Center, Englewood, Colorado**

This project was a research and demonstration model of a comprehensive service-delivery system. The scope of work emphasized collaborative clinical research to solve the medical

management and acute rehabilitation problems of spinal cord injury. The model system concept has been maintained for continued study of service delivery.

**Small Business Innovative Research**  
Federal Funds \$1,585,000

This program encourages research into and the development of new products and ideas in rehabilitation through a uniform three-phase process. NIDRR made 19 awards in fiscal year 1995.

**EXAMPLE**

**Development of a Computer Software System to Enhance the Delivery of Appropriate Assistive Technology, Rehab Dimensions, Inc., Pittsburgh, Pennsylvania**

The appropriate prescription of assistive technology is a multi-faceted process, requiring technical information, detailed reporting, and justification for the prescribed equipment. Associated with this is tracking of both time and the progress of the consumer through the system. As a strategy for dealing with the large amounts of information inherent with this type of service delivery, this project developed a product that has at its core an information management system based on a commercial computerized relational database. The results of this software system were: (1) improvement of efficiency information handling associated with assistive technology delivery systems, (2) provision of billing information, (3) provision of wheelchair and other assistive technology device information, and (4) making available data for long-term research associated with the efficacy of assistive technology interventions.

**Outreach to Minority Colleges**  
Federal Funds \$700,000

In FY 1995, NIDRR awarded nine grants to foster partnerships between Rehabilitation Research and training Centers (RRTC's), Rehabilitation Engineering and Research Centers (RERCs) and Historically Black Colleges and Universities (HBCUs) to provide rehabilitation research experiences for HBCU faculty and students. This program constitutes NIDRR's response to Section 21 of the Act. Section 21 requires that funds be used to enhance the capacity and increase the participation of minority entities in competitions for grants, contracts, and cooperative agreements under Titles I through VIII.

### EXAMPLE

Collaborative Research in Rehabilitation Robotics, University of Delaware RERC, Newark, with Delaware State University HBCU, Dover, Delaware

This project supported research focused on robotics, human/machine interfaces, speech pathology and computer technology in providing increased access to education and employment, as well as providing access to the National Information Infrastructure. It should be noted that NIDRR also provided under this program financial support to the University of Delaware RERC to conduct a collaborative project with the predominantly Hispanic University of Puerto Rico.

Mary E. Switzer Fellowships  
Federal Funds \$575,000

The purpose of this program is to build research capacity by providing two levels of Fellowship awards. In FY 1995, Distinguished Fellowships were given to persons of doctorate or comparable academic status who have had seven or more years experience relevant to rehabilitation research. Other individuals, in earlier stages of their research careers, received Merit Fellowships.

### EXAMPLE

Loneliness and Social Isolation in the Workplace during Transition Years: A Preliminary Investigation, Children's Seashore House, Philadelphia, Pennsylvania

This project has reviewed existing literature on social isolation, loneliness, support, and supported employment programs, disability (in particular, deafness), school-to-work transition and interventions designed to increase social supports in the transition experience. A semi-structured interview and standardized measure was utilized to explore experiences of loneliness, social isolation in the workplace, and job satisfaction in a cohort of 20 deaf youth during or following a transition to work experience. The data obtained was synthesized and analyzed to understand the workplace experience of social isolation and loneliness of these youths, as well as the impact of certain supports and supported employment programs, and their impact on job selection, performance, stability and satisfaction. Project activities included a summary report of current knowledge regarding the relationship of loneliness, social isolation, and stigma to vocational experiences and outcomes for adolescents and adults who are deaf.

## **Innovation Grants**

Federal Funds \$200,000

One-year grants, for a maximum of \$50,000, support inventive approaches to old and newly identified problems. These projects test new concepts, evaluate prototype aids and devices; develop and test rehabilitation training curricula, and disseminate specific research findings.

### **EXAMPLE**

**Similar and Different: Core Concepts and the Coming of Disability Studies, University of Illinois, Transition Institute, Champaign, Illinois**

This project has conducted a symposium on disability studies and a participatory focus group discussion on the implementation of disability studies as an interdisciplinary program. A text on the state-of-the-art of disability studies was prepared which outlines the origins and development of the field of disability studies, and a course of interdisciplinary study was developed from the participatory discussion. The objective of the project, and of the symposium specifically, was to address the tensions between similarity and difference. Presentations focused on the perspectives of people with disabilities and addressed the differences and intersections with populations who also have claimed "difference" such as women and ethnic groups. The participatory focus group developed an interdisciplinary program of disability studies. Scholars in rehabilitation research and other related fields are studied the issues of similarity and difference and other core concepts in order to develop an inclusive, holistic perspective on disability and society. Social science, biomedical, and psychological paradigms were included as part of an overall humanistic perspective on disability.

### **International Programs**

No federal funds involved

Multi-national foundations and joint boards have been established for science and technology research agreements between the Department of State and Foreign Ministries of the participating countries. This agreement requires matching deposit of equal funds by each government in a separate joint interest-bearing account. The interest generated by these accounts is used to fund research proposals by local scientists and approved by the appropriate U.S. agency selected by the category of U.S. domestic mission. Mutuality in this cooperation is respected by participating countries through cooperative management of matched annual deposits to the Joint Fund. Joint fund support for research cooperations takes the form of grants to partner institutions. Grants are awarded on the basis of the cooperative evaluation of proposals from participating countries. Joint funds are designed to support

add-on costs and are not structured as a primary source of funds for domestic research in any one of the countries.

#### EXAMPLE

#### District Rehabilitation Centre (DRC) Scheme and Related Projects: Indian Spinal Cord Injury Centre, Government of India, New Delhi

A high-level program of medical/rehabilitative research was initiated between NIDRR and the Government of India at the Indian Spinal Injuries Centre, a spinal injuries and emergency treatment center with the potential to become the premier research and treatment center for Asia. A small research staff in the ISIC is collaborating with U.S. Model SCI Projects in data collection to effect the training of medical rehabilitation personnel, and to enhance studies of the incidence and prevalence of prevention and treatment. A database of professionals volunteering for consultantships in India is maintained and used by NIDRR. NIDRR is represented in India by the Science Office of the U.S. Embassy, New Delhi.

Contact person: For additional information about any particular program administered by NIDRR, please contact the Office of the Director, 202-205-8134 (voice) or 202-205-5479 (TDD).

# T i t l e      I I I

## **Section 302**

# **Rehabilitation Training**



## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### Section 302

Rehabilitation Training

Federal Funds \$39,629,000

The Rehabilitation Training Program is designed to: (1) increase the numbers of qualified personnel available for employment in public and private agencies and institutions involved in the vocational and independent living rehabilitation of individuals with physical and mental disabilities, especially individuals with the most severe disabilities; and (2) maintain and upgrade basic skills and knowledge of personnel employed as providers of vocational, medical, social, or psychological rehabilitation services. The Rehabilitation Training Program is authorized under Section 302 of the Act, which permits grants and contracts to be made to states and public or non-profit agencies and organizations, including institutions of higher education, to pay part of the costs of activities. Grants may be made for long-term and short-term training, in-service training of employees in state rehabilitation agencies and public and private community rehabilitation programs, rehabilitation continuing education program, training of interpreters for deaf individuals and special training projects of an experimental and innovative nature.

In FY 1995, funds were awarded to 335 projects as follows:

Rehabilitation Long-Term Training	\$19,753,938
Rehabilitation Short-Term Training	799,917
Rehabilitation Continuing Education	6,448,899
State Vocational Rehabilitation Unit	
In-Service Training	5,944,350
Experimental and Innovative Training	1,440,515
Interpreter Training for Deaf Individuals	2,105,300
Title VIII Training	2,103,812

\$38,631,050

As authorized by Section 16(b) of the Act, \$93,179 in Rehabilitation Training Program funds was used for expenses related to peer review of applications. In addition to peer review expenses, training funds were used as follows: Institute on Rehabilitation Issues - \$225,000; clearinghouse on rehabilitation training materials - \$257,710; computer access technology training for staff who serve individuals who are blind or have visual impairments; and one percent of the total training appropriation (\$396,290) was reserved for programs under Section 21 of the act for increasing the capacity of minority entities to compete for discretionary programs funded under the Act.

Grants awarded included:

- o long-term training in: rehabilitation technology, rehabilitation medicine, rehabilitation nursing, speech pathology and audiology, rehabilitation counseling, prosthetics and orthotics, community rehabilitation program administration, rehabilitation of individuals who are blind, rehabilitation of individuals who are deaf, vocational evaluation and work adjustment, occupational therapy, physical therapy, specialized training in supported employment services, rehabilitation of individuals who are mentally ill, rehabilitation job development/job placement, community rehabilitation program personnel, rehabilitation psychology, independent living, and undergraduate education in the rehabilitation services;
- o short-term training on "Training Mental Health Rehabilitation Personnel," "Training Impartial Hearing Officers on Provisions of the Rehabilitation Act," and on "Training Members of American Indian Tribes, State Vocational Rehabilitation Agency Staff, and Rehabilitation Educators on Services for American Indians with Disabilities."
- o continuing education programs to upgrade and maintain the skills of rehabilitation personnel employed in both public and private rehabilitation agencies;
- o in-service training for the development of state vocational rehabilitation unit personnel; and
- o special training projects of an experimental and innovative nature that are designed to train new types of rehabilitation personnel or to demonstrate innovative training techniques.

#### EXAMPLES OF NEW REHABILITATION LONG-TERM TRAINING PROJECTS FUNDED

##### LONG-TERM TRAINING: REHABILITATION COUNSELING UNIVERSITY OF KENTUCKY, LEXINGTON, KENTUCKY

The University of Kentucky has a project in rehabilitation counseling that has a human resource development philosophy to pre-service training which is consistent with and parallel to training expectations for employment in the state-federal vocational rehabilitation program. The project has four major objectives: (1) to provide a pre-service rehabilitation education program with an emphasis on severe disability, and the linkages with business and industry for job placement; (2) to recruit students with disabilities and students from minority backgrounds;

(3) to provide opportunities for graduate level training and continuing education for employed personnel through distance learning; and (4) to conduct research consistent with the state-federal vocational rehabilitation program mission. The University of Kentucky has the only rehabilitation counseling education program in that state and the program is CORE accredited. During the first year of the project, the university provided stipend and tuition assistance to 10 students.

Contact Person: Ellen Chesley, 202-205-9481

**LONG-TERM TRAINING: REHABILITATION COUNSELING  
SOUTH CAROLINA STATE UNIVERSITY, ORANGEBURG, SOUTH CAROLINA**

South Carolina State University (SCSU), a historically black university, has a project that will increase the numbers of master's level rehabilitation counselors who are African-Americans. The rehabilitation program at the college offers a pre-service training program that has specialized courses in such areas as medical information, psychological aspects of disability, case management, counseling, vocational evaluation and placement. The program is CORE accredited. South Carolina State University has had a rehabilitation counseling program since 1972. During year one, the university provided stipend and tuition assistance to 12 students.

Contact Person: Ellen Chesley, 202-205-9481

**LONG-TERM TRAINING: REHABILITATION COUNSELING  
WESTERN WASHINGTON UNIVERSITY, BELLINGHAM, WASHINGTON**

Western Washington University is developing a campus-based master's degree program in rehabilitation counseling which will meet CORE accreditation standards. Currently the university's center for continuing education provides an off-campus certificate program in rehabilitation counseling for employed counselors who have little or no formal training in rehabilitation counseling. Under this grant, the university provided additional courses, established a program on campus, received CORE accreditation, and sought state support to continue the program on a self-sustaining basis. The project utilized distance learning methods of providing educational opportunities to individuals throughout the Pacific northwest and worked closely with other academic programs in the region to establish an educational network whereby students will be able to access rehabilitation education and obtain a degree regardless of where they reside or from which university they receive credits. During year one, the university provided stipends and tuition for eight students.

Contact Person: Ellen Chesley, 202-205-9481

**LONG TERM TRAINING: REHABILITATION TECHNOLOGY**  
**THE UNIVERSITY OF PITTSBURGH, PITTSBURGH, PENNSYLVANIA**

This program trains people with engineering, science, therapy, and counseling education for the discipline of rehabilitation engineering and assistive technology. This program is unique in that individuals from various disciplines: rehabilitation engineers, occupational therapists, and vocational rehabilitation counselors are trained side by side. The objectives of this program are: (1) to develop and implement a model program for the training of rehabilitation engineering and assistive technology which provides the necessary theory, clinical skills and research/development experience for successful practice in these areas; (2) to develop a structured and systematic method for introducing engineers, scientists, occupational therapists, and vocational rehabilitation counselors to the field of rehabilitation engineering and assistive technology; (3) to develop formal, structured and systematic internal and external field work experiences in rehabilitation engineering and assistive technology students and provide a basis for future contributions to this field.

Contact Person: Sylvia Johnson, 202-205-9312

**LONG TERM TRAINING: PROSTHETICS AND ORTHOTICS**  
**CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS, CALIFORNIA**

The orthotics and prosthetics program in the Health Science Department at California State University, Dominguez Hills initiated a new certificate program in prosthetics and orthotics, which will train an additional 24 practitioners per year. The need for a certificate program is based on estimates of the prevalence of orthotic and prosthetic related disabilities, and assessments of the ability of the current population of practitioners to fulfill that need. The certificate program is offering a twelve-month curriculum in both orthotics and prosthetics, and is fulfilling the unmet need for practitioners who provide orthotics and prosthetic rehabilitation to individuals requiring custom made orthopedic braces and artificial limbs. Up to twelve students have been admitted to the orthotic certificate and prosthetics certificate classes, for a total capacity of 24 certificate students per year.

Contact Person: Sylvia Johnson, 202-205-9312

**Rehabilitation Continuing Education Program**

Rehabilitation Continuing Education Programs (RCEPs) train newly employed personnel in basic rehabilitation service delivery knowledge and skills and assist experienced rehabilitation personnel to upgrade their skills and master new developments and technological advances in rehabilitation service delivery. RCEPs provide training for state rehabilitation agencies, independent

living centers, client assistance programs, and community rehabilitation programs staff. Training provided under these programs focuses on meeting needs common to several states in a geographic area. In fiscal year 1995, one new and eleven continuation grants were awarded for rehabilitation continuing education programs that emphasized training as follows:

- o 1992 Amendments to the Rehabilitation Act;
- o Randolph-Sheppard Act;
- o Americans with Disabilities Act;
- o improved utilization of supported employment concepts and procedures and specialized training in implementing supported employment programs;
- o training on the Human Resource Development/Human Resource Management (HRD/HRM) concepts;
- o specialized training in implementing competitive employment for individuals with severe disabilities;
- o training for rehabilitation counselors in the application and implications of Section 504 as related to job placement;
- o coordinated service delivery to facilitate the transition of youth with disabilities from school to employment;
- o training on the vocational rehabilitation of drug-free youth;
- o improved management in the areas of program planning and monitoring, including case reviews and application of standards in program evaluation;
- o rehabilitation of individuals who have learning disabilities, individuals with mental illness, and individuals who are deaf-blind;
- o improved use of rehabilitation technology;
- o technical assistance to community rehabilitation programs; and
- o building the capacity of minority entities to compete for discretionary grants funded under the act.

Contact Person: Ellen Chesley, 202-205-9481

#### State Vocational Rehabilitation Unit In-Service Training

Activities supported under the State Vocational Rehabilitation Unit In-Service Training Program focus primarily on program areas

relevant to each unit's immediate operation, including training to resolve deficiencies identified in audits and other reviews of the state program.

Eighty continuation in-service training projects were funded in FY 1995. In the FY 1994 competition for these funds, eighty percent of the funds available were distributed by formula to the designated agencies with an acceptable application. All designated state agencies with an approved application received a "basic award" of at least one-third of one percent of the funds made available for the fiscal year (as required by the Act). After determining a designated state agency's basic award, the Secretary allocated the remaining funds based on the quality of the application as determined by competitive reviews conducted by the Department. Only applications that responded to priorities identified by the Secretary were considered when allocating the quality funds. In FY 1995, 30 agencies continued to receive the quality funds that were initially awarded in FY 1994. Of these, 8 agencies addressed Priority 1 - Development and Dissemination of Model In-Service Training Materials and Practices; 23 agencies addressed Priority 2 - Distance Education; and, 19 agencies addressed Priority 3 - Enhanced Employment Outcomes for Specific Populations.

Contact Person: Timothy C. Muzzio, Ph.D., 202-205-8926

#### Interpreter Training for Deaf and Deaf Blind Individuals

The Interpreter Training Program, established under Section 302(d) the Act, is designed to support national and regional programs to assist in providing a sufficient number of skilled interpreters throughout the country for employment in public and private agencies, schools, and other service-providing institutions to meet the communication needs of individuals who are deaf and individuals who are deaf-blind. The purpose of this program is achieved by:

- o Training manual, tactile, oral, and cued speech interpreters;
- o Ensuring the maintenance of skills of interpreters;
- o Providing opportunities for interpreters to raise their level of competence;
- o Through the two national projects, using collaborative training approaches to address curriculum development, classroom training of interpreters, preparation of interpreter trainers (faculty development), and other activities.

In FY 1995 ten regional interpreter training projects were funded, one in each of the Rehabilitation Services Administration regions, and two national projects, one focused on interpreter training for individuals who are deaf-blind and one focused on interpreter training in culturally diverse communities.

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## **Section 311(a)(1)**

# **Special Projects and Demonstrations for Providing Vocational Rehabilitation Services to Individuals with Disabilities**



## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### SERVICES TO INDIVIDUALS WITH DISABILITIES

##### Section 311(a)(1)

Special Projects and Demonstrations for Providing Vocational Rehabilitation Services to Individuals with Disabilities.

Federal Funds \$ 14,942,000

#### MISSION AND PURPOSE

The purpose of the program is to provide financial assistance to States and other public and private agencies and organizations for expanding and improving vocational rehabilitation services to individuals with disabilities (especially those with the most severe disabilities), including individuals who are members of populations that are unserved or underserved, who can benefit from comprehensive services. This is accomplished through the support of projects, for up to 36 months, that will demonstrate new procedures or desirable employment outcomes. It is expected that successful project results will be disseminated and replicated, in whole or in part, to resolve or alleviate rehabilitation problems that are nationally significant or common to several States.

Under Section 311(a)(1), 27 continuation projects and 30 new projects were funded during FY 1995. Continuation projects funded by the program address the following priority categories: (1) Non-Priority/Invitational--18 continuation projects funded; and, (2) and, Transitional Rehabilitation Services for Youths with Special Needs, 9 continuation projects funded. The 7 Demonstration Projects To Increase Client Choice are discussed in the Title VIII section of this document, as are the preliminary results of the recently completed Transportation projects.

Fifteen new projects were funded in a "Non-Priority" category that proposed services to meet the needs of individuals with disabilities. Fifteen new projects were also funded to provide Transitional Rehabilitation Services to Youths. A competitive preference of 10 bonus points was given to projects that provided services in an Empowerment Zone or Enterprise Community.

#### Accomplishments and Outcomes:

VERA INSTITUTE OF JUSTICE, INC. (NEW YORK, NY)--Job Path will expand rehabilitation services and employment opportunities for individuals with severe developmental disabilities, who live in economically depressed areas of New York City. The project will provide person-centered supported work services to 115 individuals over three years and achieve job placements (status 26 closures)

for 65% of its enrollees. During the initial 6 months of the program, the project initiated outreach activities in the Harlem-South Bronx Empowerment Zone and enrolled 28 participants into the program. Three participants had been placed into jobs and continue to receive ongoing services, and the remainder are receiving intensive services to enable them to achieve their employment objectives. The project works closely with the State VR agency.

**MINNESOTA DEPT. OF JOBS AND TRAINING-WORKFORCE REHABILITATION SERVICES (ST. PAUL, MN)**--The purpose of this grant is to improve rehabilitation services for urban American Indians with disabilities. By the end of the 2nd year of the grant, 127 American Indians with disabilities were receiving services: 40 were in the process of developing an action plan that will result in long term employment; 33 individuals were involved in training programs to develop work skills; 22 individuals were actively seeking employment; 17 individuals were working and receiving "follow-along" services; and, 6 individuals were receiving post employment services to assist maintaining employment. In addition, another 34 individuals were considered rehabilitated and employed, and did not require further services from the agency.

**VOCATIONAL GUIDANCE SERVICES (CLEVELAND, OH)**--The Final Report for the Miracle Plus Program indicated that 179 individuals with disabilities due primarily to drug abuse received services to maintain sobriety, obtain competitive employment and to become active members of the community. At the end of the 3 year period, 150 participants (84 percent) have maintained uninterrupted sobriety (with 14 of the remaining having returned to treatment and are currently sober); 152 (85 percent) were placed into competitive employment, with 140 (92 percent) maintaining employment for more than 60 days; and, 114 (64 percent) participants still working at the end of the project. Dissemination of project information and results have been sent to the State Rehabilitation Agencies, Drug Treatment Centers, Community leaders, and other Government agencies. The project is now providing, on a fee-for-service basis, for consumers referred by the Bureau of Voc. Rehab., Bureau of Services for the Visually Impaired, Veterans Administration and the Salvation Army.

Contact Persons: Alfreda Reeves, 202-205-9361  
Pamela Martin, 202-205-8494

## **Section 311(c)(1)(A)**

**Special Projects and Demonstrations for  
Providing Supported Employment Services  
to Individuals with the Most Severe  
Disabilities & Technical Assistance Projects**

## SUPPORTED EMPLOYMENT SERVICES PROJECTS

### Section 311(c)

Special Projects and Demonstrations (Providing Supported Employment Services to Individuals with the Most Severe Disabilities and Technical Assistance Projects)

Federal Funds Appropriated: \$10,616,000

### MISSION AND PURPOSE

The mission and purpose of this program is to provide grants for special projects and demonstrations to expand or otherwise improve the provision of supported employment services to individuals with the most severe disabilities, including projects that demonstrate the effectiveness of natural supports or projects that provide technical assistance to further the effectiveness of supported employment services. In FY 1995, nine new awards were made for community-based projects and 44 continuation awards were made for community-based and statewide system change projects. No technical projects were funded during this year.

Community-based projects stimulate the development of innovative approaches for expanding the local capacity to provide supported employment services to individuals with the most severe disabilities. The authorized funding activities for the community-based projects include: job coaching, job search assistance, job development and placement, work site modification, and co-worker training and supports.

Statewide systems change demonstration projects stimulate the development and expansion of supported employment services on a statewide basis. These grants promote systems change by providing technical assistance and training to States and provider agencies in the provision of supported employment services.

### ACTIVITIES AND ACCOMPLISHMENTS

As stated, in FY 1995, a total of 53 projects were awarded. Of this total, nine new community-based and 44 continuation projects were awarded. Thirteen (13) community-based projects received their third and final year grant award (Table I shows number of placements, average placement cost, and average hourly wage of program participants); 18 community-based projects received their second year award (Table II shows number of placements, average cost per placement, and average hourly wage for program participants); three community-based projects serving individuals who are low-functioning and deaf or low-functioning and hard-of-hearing received their second year award (Table III shows number of placements, average cost per placement, and average hourly wage for program participants); and ten statewide systems change projects received their second year award.

TABLE I

Program Indicators for Community-Based Projects  
FY 1995 Data for Year 2

Project	NUMBER PLACED	AVERAGE COST* PER PLACEMENT	AVERAGE HOURLY WAGE
United Cerebral Palsy Association (TX) (CP)	15	\$8,607	\$5.60
Ms. Dept. of Rehab. Services (MS) (TBI)	12	9,052	4.50
Marianjoy Rehab. Hosp. & Clinics (IL) (TBI)	11	8,511	6.55
Univ. of Washington Epil. Ctr. (WA) (TBI/Phys)	20	8,321	4.70
Vinfen Corp. (MA) (DD/MR)	16	7,331	4.70
Dakota, Inc. (KY) (DD/Mult.)	17	8,348	3.75
Bluegrass Tech. Ctr. for Dis. (KY) (DD/Rural)	10	9,715	5.41
Marriott Foundation for People w/Disabilities (MD) (Special Ed/Transition)	88	2,106	4.77
Perkins School for the Blind (MA) (Blind/Mult.)	14	9,322	5.50
National Ctr. for Dis. Serv. (NY) (TBI)	16	8,191	5.55
Univ. of Hawaii (HI) (Spec. ED/Transition)	18	7,436	5.35
Full Cit., Inc. (KS) (TBI)	14	8,217	5.40
Adelante Devel. Ctr., Inc. (NM) (DD/Multiple)	12	9,134	3.25

TABLE II

Program Indicators for Community-Based Continuation Projects  
FY 1995 First Year Data

Project	NUMBER PLACED	AVERAGE COST* PER PLACEMENT	AVERAGE HOURLY WAGE
Univ. of Oklahoma	9	\$8,443	\$5.25
Supp. Emp. Trng., North Carolina	10	9,507	4.47
Austine Sch. f/t Deaf Vermont	9	9,674	4.50
Kent State Univ. - Ohio	17	7,405	4.75
Natl. Children's Ctr. District of Columbia	10	9,156	5.06
Ind. Ctr. - Missouri	45	7,438	4.70
Brd. of Coop. Ed. Serv. New York	18	8,616	5.50
The ARC of SF California	7	9,392	5.00
ARISE, Inc. - New York	10	9,015	5.25
Marriott Fdn. for People with Disabilities District of Columbia	15	6,113	5.55
Laradon Hall Society for Excep. Children/Adults - CO Colorado	10	8,444	4.65
Univ. of New Hampshire	17	7,653	4.75
Res. Ctr. for IL, Inc. New York	23	7,130	4.75
The Blake Fdn. - Arizona	13	7,551	4.35
Maryland Works, Inc.	12	9,335	5.32
Kennedy Kreiger Inst. Maryland	9	9,105	5.65

	NUMBER PLACED	AVERAGE COST* PER PLACEMENT	AVERAGE HOURLY WAGE
The Social Center for Psych. Rehab. - Virginia	15	8,772	5.55
New Mexico Dept. of Ed.	10	9,337	4.32

Table III

Program Indicators for Community-Based Continuation Projects  
for Low-Functioning and Deaf/Hard of Hearing  
FY 1995 First Year Data

Project	NUMBER PLACED	AVERAGE COST* PER PLACEMENT	AVERAGE HOURLY WAGE
Rise, Incorporated - MN	21	\$8,551	\$4.95
Meth. Mission Home - TX	30	7,775	5.05
People Encouraging People-MD	20	7,990	5.43

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\* For tables I, II, and III the average cost per placement was calculated by dividing the grant award for the year by the total number of placements reported by the grantee for the project year.

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The nine new community-based projects were awarded to: University of Oregon, Eugene, Oregon; Lester and Rosalie Anixter Center, Chicago, Illinois; Career Services for Persons with Disabilities, Albuquerque, New Mexico; Virginia Commonwealth University, Richmond, Virginia; Wayne State University, Detroit, Michigan; Denver Options, Inc., Denver, Colorado; Anchorage Community Mental Health Center, Anchorage, Alaska; Indiana University, Bloomington, Indiana; and Foundation for Educational Achievement, San Diego, California.

Examples of project activities and accomplishments for community-based projects include:

- o The ARC of San Francisco, California, focused project activities and accomplishments on developing and demonstrating a supported employment model tailored to the training and placement needs of immigrant individuals (i.e., Russian, Hispanics, Asian, and Filipinos) with severe developmental disabilities. The model includes program conversion from sheltered employment to community-based employment; provision of job matching, job coaching, training, and development of natural supports; and peer counseling in native language, as required. The project reported placing seven program participants in supported employment and collaborated extensively with the California Department of Rehabilitation.
- o People Encouraging People, Inc., Baltimore, Maryland, focused on developing and implementing a consortium model



for expanding supported employment services to individuals who are deaf and low-functioning. The consortium is represented by local businesses, the Maryland Division of Vocational Rehabilitation, the Sign Language Department at Towson State University, the Interpreter Training Program at Catonsville Community College, and the Adult Education Program of the Hearing and Speech Agency. The model screened and trained 15 job coaches skilled in sign language to work with program participants. Further, the project placed 20 program participants in supported employment as a result of the model.

In addition to these continuation projects, 14 community based projects terminated in fiscal year 1994 and submitted their final reports in fiscal year 1995. The projects focused on three priorities: improving supported employment services to individuals with severe disabilities in rural areas; providing services to individuals with long-term mental illness; and serving unserved and underserved populations. Highlights of the final reports include projects that: developed and implemented innovative approaches for increasing the local capacity to provide supported employment services to program participants with the most severe disabilities (e.g., traumatic brain injuries, severe physical disabilities, developmental disabilities, and individuals with blindness with other disabling conditions); and development of a consumer driven supported employment program model involving the consumer, family, job coach and employer.

Examples of projects include:

- o The Alaska Division of Vocational Rehabilitation in collaboration with the Developmental Disabilities Agency developed an innovative supported employment approach for serving individuals with developmental disabilities including Alaskan natives in remote rural areas. The model focused on disabled Alaskan mentors (natives of Alaska) who assisted program participants to secure and maintain competitive employment.
- o The Virginia Commonwealth University developed, refined, and implemented a holistic approach to serving individuals with traumatic brain injuries and physical disabilities that included: a consumer initiated model for participants with severe traumatic brain injuries and physical disabilities; and the development of a consumer guide on how to self-advocate for supported employment services.

## Statewide Systems Change Projects:

During fiscal year 1995, ten statewide system change grants received their second year award. These projects included: West Virginia Division of Rehabilitation, Charleston, West Virginia; Ohio Rehabilitation Commission, Columbus, Ohio; Mississippi Department of Rehabilitation Services, Jackson, Mississippi; Massachusetts Rehabilitation Commission, Boston, Massachusetts; University of Hawaii, Honolulu, Hawaii; South Dakota Department of Human Services, Pierre, South Dakota; Alabama Department of Education, Montgomery, Alabama; Virgin Islands Department of Human Services, St. Thomas, Virgin Islands; Rhode Island Department of Mental Health, Retardation, and Hospitals, Cranston, Rhode Island; and Texas Rehabilitation Commission, Austin, Texas.

Examples of major accomplishments reported by these statewide projects included the provision of technical assistance and training to new and existing provider agencies on supported employment services including funding of challenge grants or community demonstration projects focused on: conversion of segregated programs to community-based employment; conversion of new and existing provider programs to increase services in supported employment; job coach training; and development of natural support systems. Some States reported initiating development of uniform policies and procedures for the provision of supported employment services and development of school-to-work transition programs. All States reported substantial progress in meeting their goals and objectives for statewide systems change.

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## **Section 312**

# **Vocational Rehabilitation Service Projects for Migratory Agricultural Workers and Seasonal Farmworkers with Disabilities**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### Section 312

Vocational Rehabilitation Service Projects for Migratory  
Agricultural Workers and Seasonal Farmworkers with Disabilities  
Federal Funds: \$1,421,000

#### MISSION AND PURPOSE

This program is designed to support projects that provide vocational rehabilitation services to migratory agricultural workers and seasonal farmworkers with disabilities, including maintenance and transportation for individuals with disabilities and members of their families, where necessary to the rehabilitation of such members, whether or not such family members are individuals with disabilities. With the passage of the Rehabilitation Act Amendments of 1992, grants may be awarded to state agencies and to nonprofit agencies that collaborate with state agencies, or to any local agency participating in the administration of such a plan. A state agency may, if it chooses, enter into an agreement with the state vocational rehabilitation agencies of one or more states to develop cooperative program for the provision of vocational rehabilitation services under this program.

#### ACTIVITIES AND ACCOMPLISHMENTS

In FY 1995, four new and six continuation projects were awarded. All projects coordinated activities at the regional level with other federal programs including the Departments of Labor, Commerce, Health and Human Services, Agriculture, the Environmental Protection Agency, and the Office of Migrant Education. Further, the Rehabilitation Services Administration participated as a member of the Federal Interagency Committee on Migrants. The committee meets on a quarterly basis to provide all participating agencies the opportunity to share information and develop strategies to improve the coordination and delivery of services to the migrant population. Specific agenda items included: the future of farmworker policy, the National Agricultural Workers' Survey, an update of the new Environmental Protection Agency's Worker Protection Standards; homelessness and the migrant population; housing; and health care.

#### Project Profiles

Prior to FY 1995, all migrant projects were awarded for a three year period. In FY 1995, the department extended the grant award period to five years. The following profile provides highlights of one of the projects that ended at the end of FY 1995:

- o Colorado Division of Vocational Rehabilitation, Northglenn, Colorado

Prior to 1992, the Colorado Division of Vocational Rehabilitation provided all vocational rehabilitation services from a centralized office in northeast Colorado. In order to provide more effective outreach as well as more accessible and individualized services to the migrant population, the project established three service delivery areas (Boulder/Longmont, Greeley, and Northglenn). The project exceeded its goals in two significant areas. The project projected serving 150 migrants and actually served 301 individuals; and the project projected placing 42 migrants into employment and actually placed 55 individuals. Other project accomplishments included the development of a more effective interagency referral system; all relevant agency forms were translated into Spanish; and three bilingual (English/Spanish) vocational rehabilitation counselors were recruited.

The following profiles provide highlights of projects newly funded in FY 1995 for a five year grant period:

- o Texas Commission for the Blind, Austin, Texas

The Texas Commission for the Blind focused on expanding and improving vocational rehabilitation services to individuals in the migrant population who have severe vision loss. The project services include: education, job training as well as job development in areas outside seasonal agricultural work. The project reported that 54 percent of the migrant population served have vision loss due to diabetes. To address this issue, the Texas Commission for the Blind employed diabetes specialists to coordinate education seminars focussed on disability management. Over 1,000 of the migrant population and their family members are being served under the diabetes education program.

- o Goodwill Industries/Easter Seal, St. Paul, Minnesota

Goodwill Industries, Inc. and the Easter Seal Society of Minnesota, in partnership with the Minnesota Department of Economic Security, Division of Rehabilitation Services, developed a holistic, family-centered approach to rehabilitation that addresses the vocational, educational, and independent living needs of the migrant population and their families. The project focuses on serving 350 individuals and placing 95 individuals of Hispanic/Latino origin into competitive employment

in four rural areas of Minnesota. The project also plans to provide disability awareness training to local community service providers; train the Latino community on the Americans With Disabilities Act; provide cultural awareness training for State Division of Vocational Rehabilitation staff; provide training to project participants on injury prevention; and conduct outreach educational activities to reduce the risk of future disability or the aggravation of existing disability.

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## **Section 316**

# **Projects for Initiating Recreational Programs for Individuals with Disabilities**

## REHABILITATION SERVICE ADMINISTRATION

### Office of Developmental Programs

#### Section 316

Projects for Initiating Recreational Programs for Individuals with Disabilities

Federal Funds: \$2,596,000

#### MISSION AND PURPOSE

The purpose of this program is to initiate projects for recreational services and related experiences for individuals with disabilities. Activities carried out under this program may include, but are not limited to, arts, music, handicrafts, homemaking, camping, dance, 4-H activities, scouting, physical education and sports, vocational skills development, leisure education, leisure networking, leisure resource development, and related recreational activities designed: (1) To aid in employment; and (2) To maximize mobility, socialization, independence and community integration. To the maximum extent possible, these programs and activities are to be provided in settings with peers who are not individuals with disabilities.

The Federal share of the costs of the recreation programs shall be 100 percent for the first year of the grant, 75 percent for the second year and 50 percent for the third year. Each grantee is required to provide sufficient information on how the project will meet its matching requirement and increase its share of project costs during the second and third year of operation, including an identification of the sources and amounts of matching funds; and how the project will sustain itself after the termination of Federal grant support.

#### ACTIVITIES AND ACCOMPLISHMENTS

In FY 1995, ten new and 29 continuation projects were awarded. Of the 29 continuation projects, five projects received their second year and 24 projects their third year continuation awards. The continuation projects are located in independent living centers, universities, public and private rehabilitation facilities, county agencies, school districts and small community-based service organizations in eighteen States across the nation. These projects served over 22,400 individuals with disabilities. Seven continuing projects focused services on specific populations including persons with hearing impairments, persons with traumatic brain injury, and persons with mental illness. The recreational activities provided by various projects included: arts, music, camping, dance, river rafting, horseback riding, scuba diving, scouting, vocational skills development, physical education and sports, leisure education and leisure networking.



## Project Profiles

The following are examples of new successful projects funded in FY 1995:

- o Recreation Inclusion Project, Jonesboro, Arkansas

The Recreation Inclusion Project is a joint project of Focus, Inc. and the African-American Men of Distinction organization. The purpose of the project is to foster friendships among approximately 100 individuals with disabilities and 300 individuals without disabilities in Mississippi County, Arkansas. The two agencies are working together to facilitate the inclusion of individuals with disabilities into community-based recreational programs. During the first year of the project, 107 persons with disabilities participated in project activities including basketball, soccer, ping-pong, weight training, volleyball, community choir, crafts, dance and community meals.

- o Sierra Nevada Handicapped Riding Association, Washoe Valley, Nevada

The Sierra Nevada Handicapped Riding Association in Washoe Valley, Nevada provides a mobile program of vaulting and gymnastics on horseback for approximately 250 to 300 young persons with disabilities per week in the Washoe County School District. The project transports horses to schools and teaches program participants vaulting techniques adapted to each individual's needs. Individuals benefit by improved range of motion, muscle strength, coordination as well as balance.

- o Challenge Alaska, Anchorage, Alaska

The Challenge Alaska project in Anchorage, Alaska, provides over 400 individuals with disabilities with recreational activities and related experiences statewide to aid in their employment, mobility, socialization, independence and community integration. The project reaches a significant number of native Alaskans and other minorities with disabilities. The project has targeted special effort to expand recreational opportunities to individuals with disabilities in remote southeast Alaska and the Kenai Peninsula as these areas are critically unserved or under served. The project provides skiing

experiences as well as other recreational opportunities, based upon program participants' choices, through the use of adaptive equipment.

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# T i t l e   I V

## **Section 400**

### **National Council on Disability**

## NATIONAL COUNCIL ON DISABILITY

Section 400

National Council on Disability

Federal Funds \$1,793,000

### OVERVIEW AND PURPOSE

The National Council on Disability (NCD) is an independent federal agency comprised of 15 members appointed by the President of the United States and confirmed by the U.S. Senate. Its overall purpose is to promote policies, programs, practices, and procedures that guarantee equal opportunity for all individuals with disabilities, regardless of the nature or severity of the disability; and to empower individuals with disabilities to achieve economic self sufficiency, independent living, and inclusion and integration into all aspects of society.

NCD was initially established in 1978 as an advisory board within the Department of Education (Public Law 95-602). The Rehabilitation Act Amendments of 1984 (Public Law 98-221) transformed NCD into an independent agency.

The current statutory mandate of NCD includes the following:

#### Specific Duties

- o Reviewing and evaluating, on a continuing basis, policies, programs, practices, and procedures concerning individuals with disabilities conducted or assisted by federal departments and agencies, including programs established or assisted under the Rehabilitation Act of 1973, as amended, or under the Developmental Disabilities Assistance and Bill of Rights Act; and all statutes and regulations pertaining to federal programs which assist such individuals with disabilities in order to assess the effectiveness of such policies, programs, practices, procedures, statutes, and regulations in meeting the needs of individuals with disabilities;
- o Reviewing and evaluating, on a continuing basis, new and emerging disability policy issues affecting individuals with disabilities at the federal, state, and local levels, and in the private sector, including the need for and coordination of adult services, access to personal assistance services, school reform efforts and the impact of such efforts on individuals with disabilities, access for health care, and policies that operate as disincentives for the individuals to seek and retain employment.

- o Making recommendations to the President, the Congress, the Secretary of Education, the Director of the National Institute on Disability and Rehabilitation Research, and other officials of federal agencies, respecting ways to better promote equal opportunity, economic self-sufficiency, independent living, and inclusion and integration into all aspects of society for Americans with disabilities.
- o Providing the Congress, on a continuing basis, advice, recommendations, legislative proposals, and any additional information which the Council or the Congress deems appropriate;
- o Gathering information about the implementation, effectiveness, and impact of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.);
- o Advising the President, the Congress, the Commissioner of the Rehabilitation Services Administration, the Assistant Secretary for Special Education and Rehabilitative Services within the Department of Education, and the Director of the National Institute on Disability and Rehabilitation Research on the development of the programs to be carried out under the Rehabilitation Act of 1973, as amended;
- o Providing advice to the Commissioner with respect to the policies of and conduct of the Rehabilitation Services Administration;
- o Making recommendations to the Director of the National Institute on Disability and Rehabilitation Research on ways to improve research, service, administration, and the collection, dissemination, and implementation of research findings affecting persons with disabilities;
- o Providing advice regarding priorities for the activities of the Interagency Disability Coordinating Council and reviewing the recommendations of such council for legislative and administrative changes to ensure that such recommendations are consistent with the purposes of the council to promote the full integration, independence, and productivity of individuals with disabilities;
- o Preparing and submitting to the President and the Congress a report entitled **National Disability Policy: A Progress Report** on an annual basis; and

- o Preparing and submitting to the Congress and the President a report containing a summary of the activities and accomplishments of the Council on an annual basis.

## Population Served and Current Activities

While many government agencies deal with issues and programs affecting people with disabilities, NCD is the only federal agency charged with addressing, analyzing, and making recommendations on issues of public policy which affect people with disabilities regardless of age, disability type, perceived employment potential, economic need, specific functional ability, status as a veteran, or other individual circumstance. NCD recognizes its unique opportunity to facilitate independent living, community integration, and employment opportunities for people with disabilities by assuring an informed and coordinated approach to addressing the concerns of persons with disabilities and eliminating barriers to their active participation in community and family life.

NCD plays a major role in developing disability policy in America. In fact, it was NCD that originally proposed what eventually became the Americans with Disabilities Act of 1990. Our present list of key issues includes personal assistance services, health care reform, the inclusion of students with disabilities in high quality programs in typical neighborhood schools, equal employment opportunity, community housing, monitoring the implementation of the Americans with Disabilities Act, improving assistive technology, and ensuring that persons with disabilities who are members of minority groups fully participate in society.

## MAJOR ACTIVITIES AND ACCOMPLISHMENTS DURING 1995

During Fiscal Year (FY) 1995, NCD began FY 1995 with an extensive array of activities that provided the President and the Congress with recommendations on how people with disabilities could be better served.

NCD continued to gather information about the implementation, effectiveness, and impact of the Individuals with Disabilities Education Act (IDEA) (P.L. 94-142) by conducting a series of 10 field hearings on IDEA. It also gathered information about the implementation, effectiveness, and impact of the Americans with Disabilities Act (ADA) (P.L. 101-336), an historic civil rights law that was initially proposed by NCD. In its effort to monitor ADA's implementation, NCD conducted a 50-State ADA town meeting tour, which also included Washington, DC, and the U.S. Virgin Islands. NCD also identified the overall needs and concerns of individuals with disabilities by responding to thousands of inquiries on ADA and disability-related issues.

NCD's other highlights for FY 1995 included the release of its historic report **Voices of Freedom: America Speaks Out on the ADA** at the fifth anniversary of the enactment of ADA. This report contains findings from NCD's 50-state ADA town meeting tour and describes the real-life experiences of thousands of citizens with disabilities. NCD also released its report **Improving the Implementation of the Individuals with Disabilities Education Act: Making Schools Work for All of America's Children**, which presents the results of an extensive research process regarding progress in the implementation of IDEA over the past 20 years and recommendations for improving the implementation of IDEA as Congress begins reauthorization. NCD's chairperson, Marca Bristo, became a U.S. delegate to the United Nations World Summit for Social Development. Planning began for NCD's National Summit on Disability Policy, and NCD began meeting with representatives of the disability community and Microsoft Corporation to discuss access to Windows-based software for people with disabilities, especially people with severe visual impairments.

In addition, the U.S. Senate confirmed Yerker Andersson of Maryland; John D. Kemp of Washington, DC; Audrey McCrimon of Illinois; Lilliam R. Pollo of Florida; Debra Robinson of Pennsylvania; Rae E. Unzicker of South Dakota; and Ela Yazzie-King of Arizona, as NCD members.

## RESEARCH

In its efforts to provide quality research in areas of interest to people with disabilities and in response to its congressional mandate, NCD concluded its studies on the implementation of IDEA and ADA. NCD also completed its research on the application of ADA for persons with cognitive impairments and will publish a report in FY 1996.

In an interagency agreement with the National Institute on Disability and Rehabilitation Research (NIDRR), NCD began work in three new priority areas: ensuring access to the information superhighway for Americans with disabilities; ascertaining the status of federally assisted or sponsored policies and practices targeted to increasing the participation of people with disabilities from diverse backgrounds in community service and educational programs; and promoting the role of the United States in advancing the status of people with disabilities internationally.

## Education

NCD continued its research on educating students with disabilities. As a follow-up to its 1989 study **The Education of Students with Disabilities: Where Do We Stand?** and its 1993 study **Serving the Nation's Students with Disabilities: Progress and**



Prospects, NCD supported Education Development Center, Inc., of Newton, Massachusetts, in producing **A System Apart: A Study of the Least Restrictive Environment Provisions of IDEA in Massachusetts and Illinois**. This work, completed in partnership with the Pathways Awareness Foundation of Chicago, Illinois, was reinforced by the release of NCD's companion study on educational inclusion, **Inclusionary Education for Students with Disabilities: Keeping the Promise**. In addition, the Council completed 10 one-day field hearings to gather information and recommendations from consumers on the implementation of IDEA, the federal legislation that supports the vast majority of special education programs across the nation. The report, **Improving the Implementation of the Individuals with Disabilities Education Act: Making Schools Work for All of America's Children**, was also issued in FY 1995.

### Tech Watch

In August 1994, NCD members and staff began meeting with representatives of the disability community and Microsoft Corporation officials to discuss access to Windows-based software for people with disabilities, especially people with severe visual impairments.

As part of its research agenda, NCD established a community-based, cross-disability consumer task force on technology. Called "Tech Watch," the 11-member task force provides information to NCD on issues relating to emerging legislation on technology and helps monitor compliance with civil rights legislation, such as Section 508 of the Rehabilitation Act of 1973, as amended.

As a result of Tech Watch meetings, Microsoft agreed to organize an accessibility team consisting of six employees to bring concentrated attention to access issues. Additionally, Microsoft agreed to develop an "off-screen model" for Windows products to increase access for users who are blind or visually impaired. These actions represent a tremendous breakthrough.

In August 1995, after working with Microsoft on accessibility issues for a year, NCD received a copy of Microsoft's new policy on accessibility. As a result of this policy, Windows 95 has become a vehicle for communications access and inclusion of people with disabilities. Accessible options provide new opportunities for millions worldwide. This change in policy sends a message that people with disabilities are part of society and need to be accommodated.

## Information Superhighway

NCD, in an interagency agreement with NIDRR, began research with the Trace Center/University of Wisconsin on a project entitled "Access to the NII and Emerging Information Technologies by People with Disabilities."

## Minority Initiative

As a follow-up to NCD's 1993 report **Meeting the Unique Needs of Minorities with Disabilities: A Report to the President and the Congress of the United States**, NCD, in an interagency agreement with NIDRR, began research with Howard University Research and Training Center for Access to Rehabilitation and Economic Opportunity on a project entitled "An Examination of the Impact of Federally Supported Community Services and Educational Systems on Underserved People with Disabilities from Diverse Cultural Populations."

## International

NCD works closely with the Department of State on initiatives pertaining to people with disabilities. As a direct result of this close relationship, the Department of State designated NCD as the official point of contact within the U.S. government for disability issues.

As part of its work on international issues, NCD, in an interagency agreement with NIDRR, began research with the World Institute on Disability on a project entitled "Foreign Policy and Disability," which will examine U.S. policies and programs that affect individuals with disabilities in other countries, relate those policies and programs to the spirit and the letter of ADA, and create recommendations to shape disability policy, so that people with disabilities in other countries may benefit from U.S. foreign policy.

## INFORMATION DISSEMINATION

NCD receives thousands of telephone calls and letters annually from individuals and organizations concerned about disability issues. NCD's outreach to its various consumers has expanded greatly. NCD continues to disseminate important disability-related information through its monthly publication, **NCD Bulletin**, special mailings, articles, special reports, annual reports, other disability organizations, and ongoing interaction with the news media.

## NCD QUARTERLY MEETINGS

As required by Section 400(c) of the Rehabilitation Act, the full council met on four occasions during FY 1995. The dates and locations of these meetings were as follows:

November 1-3, 1994, Washington, DC  
January 31-February 1, 1995, Miami, Florida  
April 18-20, 1995, Washington, DC  
July 24-26, 1995, Washington, DC

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# T i t l e V

## **Section 501**

# **Employment of People with Disabilities in the Federal Government**

## EQUAL EMPLOYMENT OPPORTUNITY COMMISSION

### Section 501

#### Employment of People with Disabilities in the Federal Government

The Equal Employment Opportunity Commission (EEOC) has responsibility for enforcing the nondiscrimination and affirmative employment provisions of laws and regulations concerning the employment of people with disabilities. Each year federal agencies submit annual accomplishment reports and plan updates to the EEOC. The EEOC in turn reviews and evaluates these accomplishment reports to determine the progress being made by federal agencies in the hiring, placement, and advancement of people with disabilities. From this information, the EEOC prepares an annual report to the President of the United States and the Congress regarding employment of people with disabilities in the federal government.

The most recent data available to EEOC indicates that employees with disabilities in the federal government continued to comprise a much smaller proportion of the federal work force than the representation of people with disabilities of work force age who are available for employment. The representation of people with targeted disabilities in the federal work force remained at 1.24 percent in 1994. Targeted disabilities are those severe disabilities that are targeted for employment emphasis in affirmative employment program planning.

As part of EEOC's oversight responsibilities, it is empowered to conduct onsite reviews of Federal agency affirmative employment programs. During FY 1995, such reviews were conducted by EEOC's district offices, as well as the staff in EEOC's Washington, DC Headquarters. These reviews resulted in findings and recommendations for each site visited. The EEOC will monitor the implementation of these findings by performing follow-up onsite reviews.

As part of the federal government's efforts to carry out the congressional mandate for federal employment of people with disabilities, the Interagency Committee On Employment Of People With Disabilities (ICEPD) was established under the Rehabilitation Act of 1973, as amended, at Section 501. The ICEPD has the responsibility for:

- o providing a focus on the employment of people with disabilities in the Federal Government and reviewing, in cooperation with the EEOC, the adequacy of hiring, placement, and advancement practices with respect to people with disabilities in the executive branch agencies;

- o increasing employment opportunities for people with disabilities and ensuring an equitable, suitable, and functional work environment in the Federal service; and
- o making recommendations for policy, procedural, regulatory, and legislative changes designed to improve employment opportunities for people with disabilities.

The ICEPD makes recommendations to state agencies on policies and procedures to increase employment opportunities for people with disabilities. The ICEPD also provides consultation on employment of disabled veterans as required of the Vietnam Era Veterans' Readjustment Assistance Act of 1974 as amended, at Section 403.

The ICEPD is comprised of principals who are designated by the President of the United States and are Executive Level IV or higher. There is a permanent standing committee of the ICEPD whose members are selected by the Principals. The ICEPD is co-chaired by the chairman of the EEOC and the Director of the Office of Personnel Management.

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## **Section 502**

# **Architectural and Transportation Barriers Compliance Board**



ARCHITECTURAL AND TRANSPORTATION BARRIERS COMPLIANCE BOARD  
(ACCESS BOARD)

Section 502

Architectural and Transportation Barriers Compliance Board  
Federal Funds \$3,334,000

The Architectural and Transportation Barriers Compliance Board (Access Board) is an independent federal agency charged with ensuring that certain facilities designed, constructed, leased or altered with federal funds since September 1969 are accessible to and usable by persons with disabilities.

The Access Board has a governing board of 25 members. The President appoints 13 public members (a majority must be persons with disabilities) to four-year terms, and the other 12 are the heads (or designees) of the Departments of Commerce, Defense, Education, Health and Human Services, Housing and Urban Development, Interior, Justice, Labor, Transportation, Veterans Affairs, the General Services Administration, and the U.S. Postal Service.

The Access Board has responsibility for those portions of both the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990 that relate to accessibility.

Rehabilitation Act of 1973

Created by the Rehabilitation Act of 1973, the Access Board is charged with ensuring that certain facilities designed, constructed, leased, or altered with federal funds since September 1969 are accessible to and usable by persons with disabilities. Specific legislative responsibilities are to:

- o ensure compliance with standards prescribed under the Architectural Barriers Act of 1968 (Public Law 90-480);
- o establish minimum guidelines and requirements for standards issued under the Architectural Barriers Act;
- o develop standards and provide technical assistance to any entity affected by regulations issued under Title V of the Rehabilitation Act of 1973;
- o provide technical assistance on the removal of barriers and answer other questions on architectural, transportation, communication, and attitudinal barriers affecting persons with disabilities.

## Americans with Disabilities Act

Under the Americans with Disabilities Act (Public Law 101-336), signed into law in July 1990, the Access Board acquired additional new responsibilities to:

- o develop accessibility guidelines for transit facilities, transit vehicles, commercial facilities and public accommodations, children's environments, and recreation facilities;
- o implement a technical assistance plan on the board guidelines for entities covered under the transportation and public accommodations titles of ADA;
- o develop and publish technical assistance manuals for those entities covered under Titles II and III (transportation and public accommodations) of ADA.

## ADA Referrals

While the Access Board does not enforce the ADA, it continues to provide useful referral information to both complainants and agencies or organizations. After verifying that a facility does not receive federal funds, staff provide relevant ADA contact or referral information to complainants. Further, whenever the board closes a Barriers Act case for lack of jurisdiction, but where the facility may fall under the ADA, the board sends an ADA fact sheet to the agency against which the complaint has been placed. This document provides an overview of the act's requirements and agencies to contact for assistance in interpreting and fulfilling the requirements. When appropriate, similar referrals are made under other accessibility laws, including section 504 of the Rehabilitation Act.

## Enforcing the Architectural Barriers Act

Over 2,900 Architectural Barriers Act (ABA) complaints have been processed since fiscal year 1977, the first year of complaint records. About 96 percent of these cases have been closed, and in 43 percent of the cases, voluntary actions were taken to provide accessibility. This corrective action figure has increased steadily over the years as more agencies and organizations recognize the practical value of making their facilities usable by all people.

## 1995 Cases

The Access Board investigated nearly 135 new complaints during FY 1995. Of these the board initiated 80 investigations. The remaining 55 complaints were referred to other agencies for action

under other accessibility laws such as the Americans with Disabilities Act (ADA) or section 504 of the Rehabilitation Act. In cases of referral, the board first determines that no federal funds are involved, and then promptly notifies the complainant of board referral to the appropriate agency.

In FY 1995, 61 percent of the cases referred were closed because corrective actions were taken to remove barriers to access. In 24 percent of the closed cases, the board had no jurisdiction. Usually this was because the federal funds used did not trigger the Barriers Act or the facility was designed, built or altered before the 1968 act. In the remaining 15 percent, the board found no violation of standards.

### Technical Assistance

The Access Board provides technical assistance for organizations and persons covered under both the Architectural Barriers Act (ABA) and the Americans with Disabilities Act (ADA). The board's toll-free telephone numbers allow callers to speak directly with accessibility specialists who provide technical assistance on the ADA Accessibility Guidelines (ADAAG) and on the Uniform Federal Accessibility Standards (UFAS). The board also responds to written and faxed requests for technical assistance.

Since ADAAG was published in 1991, the board has responded to over 81,000 callers from a wide variety of individuals, including architects, builders government officials, as well as people with disabilities. In FY 1995, the Access Board provided telephone technical assistance to 13,776 callers, and responded to 1,055 written requests for technical assistance. The board has also added two additional toll-free technical assistance lines to improve customer service.

### Training

During FY 1995, the Access Board staff trained 4,805 individuals from over 70 organizations nationwide on the use of ADAAG and UFAS. The training programs were funded primarily by the professional, industry, and trade organizations receiving the training. Among the organizations trained in FY 1995 were: the Association of ADA Coordinators; the American Association of State Highway and Transportation Officials; the American Institute of Architects; the American Public Works Association; the National Golf Forum, the Federal Highway Administration; the National Park Service, National Mall Design Team; the Disability and Business Technical Assistance Centers; the University of Maryland School of Architecture; the American Society of Landscape Architects; the American Public Health Association; and Amtrak.

## Developing Accessibility Guidelines

During FY 1995, the board worked closely with the public to review sections of ADAAG to develop specific guidelines for a number of unique facility types. In July 1995, the board moved to provide revised guidelines for state and local government facilities, e.g., judicial, legislative and regulatory facilities and detention and correctional facilities. During the same year, the board approved a notice of proposed rulemaking (NPRM) to add a section to ADAAG that will ensure that elementary schools and child care centers are accessible at heights, dimensions and in locations appropriate for use by children with disabilities rather than at adult specifications as currently required by ADAAG. During FY 1995, proposed new recommendations of the Recreation Access Advisory Committee, received more than 600 comments from individuals and groups, mostly supportive of efforts to make uniformly accessible all sports facilities, places of amusement, boating, fishing, and golf facilities.

During FY 1995, under a newly appointed ADAAG Review Advisory Committee, subcommittees were formed to review plumbing, special occupancies, accessible routes and communications issues, in order to ensure that the access guidelines remain consistent with technological developments and changes in national standards and model codes and that they continue to meet the needs of people with disabilities. The 22 member committee represents national organizations of the building industry, architects and designer, building code groups, professional associations and practitioners, state and local governments and people with disabilities.

## Research

The board's research agenda for FY 1995 was two-fold: to gain information for future guidelines and to seek guidance on the existing guidelines. Subjects of research initiated in 1995 included: swimming pool accessibility, access to water transportation, communication access, and detectable warnings. Research complete in 1995 included projects dealing with ramps and powered mobility aids.

## Publications

The Access Board responds to over 1,200 written and telephone requests for technical assistance each month. To fully respond to the informational needs of customers, written information is provided, including ADA Accessibility Guidelines and other technical assistance documents, bulletins, or fact sheets. In FY 1995, the board began development of a comprehensive ADAAG manual to provide a fuller understanding of access requirements. Access

America and Access Currents (the latter initiated in FY 1995) are two publications designed to deal with access issues and the on-going activities of the Access Board.

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## **Section 503**

# **Federal Contracts Compliance Programs for Individuals with Disabilities**

## U.S. DEPARTMENT OF LABOR

### Federal Contracts Compliance Programs

#### Section 503

#### Federal Contracts Compliance Programs for Individuals with Disabilities

The Office of Federal Contract Compliance Programs (OFCCP) in the U.S. Department of Labor has the sole responsibility for implementing and enforcing Section 503 of the act. Section 503 requires most employers doing business with the Federal government to take affirmative action to employ qualified individuals with disabilities. OFCCP also prohibits employment discrimination against qualified individuals with disabilities. The day-to-day enforcement activities which protect the employment rights of persons with disabilities are carried out by a network of field offices throughout the country and by the national office in Washington, D.C.

#### Affirmative Action and Reasonable Accommodation

Every employer doing business with the federal government under a contract in excess of \$10,000 must take affirmative action in employment with respect to qualified individuals with disabilities. These measures cover the full range of employment and personnel practices, such as recruitment, hiring, rates of pay, upgrading, demotion, and selection for training. Federal contractors are also required to make reasonable accommodations to the physical or mental limitations of qualified individuals with disabilities. This applies to contracts awarded by federal agencies and subcontracts awarded by prime contractors. Employers with federal contracts of \$50,000 or more, and 50 or more employees must prepare, implement, and maintain a written affirmative action program for each establishment. The programs must be reviewed and updated annually.

#### Right to File a Complaint

Qualified individuals with disabilities who are protected by the contract compliance programs may file complaints if they believe they have been discriminated against by Federal contractors or subcontractors. Complaints may also be filed by organizations or other individuals on behalf of the person or persons affected. A contractor's failure to make reasonable accommodation for the disability of a qualified disabled employee may be the basis for administrative sanctions and the possible loss of Federal contracts.

## MISSION AND PURPOSE

OFCCP's mission continues to be the enforcement of regulations requiring Federal contractors to take affirmative action and eliminate discrimination from the workplace, and to obtain redress for victims of discrimination. Emphasis will continue to be devoted to:

- o encouraging government contractors to examine their EEO performance with respect to minorities and women in nontraditional jobs and in mid- and upper-level corporate positions;
- o encouraging contractor outreach and training through increased liaison with, and technical assistance to contractors, Tribal Employment Rights Officers (TEROS), and other interested groups;
- o linking recruitment and training sources with specific contractor job opportunities;
- o promoting voluntary affirmative action in contractor organizations through our Exemplary Voluntary Efforts (EVE) and Opportunity 2000 Awards;
- o ensuring timely administrative enforcement actions through increased coordinated efforts with the Office of the Solicitor;
- o strengthening the quality of compliance activities and enhancing professionalism through training and other developmental efforts for the staff; and
- o continuing the integration of microcomputer technology into the compliance review and complaint investigation process to enhance the efficiency and quality of the agency's performance.

## HIGHLIGHTS

The following is a summary of OFCCP's activities under Section 503 of the Act during FY 1995:

- |  |       |
|--|-------|
| o Compliance Reviews (Combined Executive Order 11246, Sections 503/4212) | 3,991 |
| o 503 Complaint Investigations   | 294   |
| o Total 503 Complaint/Case Inventory at End of FY 1994                   | 187   |



o	Workers in Facilities Reviewed (all programs)	1,690,112
o	Individuals Receiving Cash Benefits	393
o	Total 503 Cash Benefits Agreements (Total 503 Backpay)	\$4,834,792 (\$1,262,971)
o	Amount of Other 503 Financial Agreements	\$1,169,572

OFCCP compliance officers monitor federal government contractors' compliance with section 503 as part of the regular compliance review process. When a compliance review identifies problems which cannot be easily resolved, OFCCP attempts to conciliate with the employer. When conciliation efforts fail, OFCCP may recommend the administrative enforcement process. Federal rules and regulations set forth administrative procedures to be followed when enforcement actions are necessary.

#### Americans with Disabilities Act of 1990

Under coordination regulations, complaints filed with OFCCP under Section 503, that also fall within the jurisdiction of the Americans with Disabilities Act (ADA), will be investigated under both laws by OFCCP. EEOC has designated OFCCP as its agent for ADA complaint investigations and authorizes OFCCP to issue right-to-sue letters. OFCCP and EEOC will follow the same substantive rules for determining discrimination on the basis of disability.

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## **Section 504**

# **Nondiscrimination in Federally Assisted and Federally Conducted Programs and Activities**

## DEPARTMENT OF JUSTICE

### Civil Rights Division

#### Section 504

#### Nondiscrimination in Federally Assisted and Federally Conducted Programs and Activities

On March 1, 1995, the Disability Rights Section (DRS) was created in the Department's Civil Rights Division to carry out section 504 and ADA coordination and enforcement, technical assistance, regulatory, and certification activities. When establishing DRS, Assistant Attorney General Deval L. Patrick said, "The time is long overdue for the public to recognize that disability rights are civil rights."

#### REGULATION DEVELOPMENT AND REVIEW

In FY 1995, the Civil Rights Division's regulatory development and review efforts concentrated on responding to ad hoc requests from federal agencies on their disability rights regulations. The Division also continued to represent the Attorney General as a member of the Architectural and Transportation Barriers Compliance Board (Access Board) in its continuing development of the guidelines for the accessible design of facilities subject to the Architectural Barriers Act or the Americans with Disabilities Act. Federal standards based on these guidelines are used as the design standard applicable to new construction and alterations under section 504. Specific areas addressed by the Access Board in FY 95 include: recreational facilities, children's facilities, and state and local government facilities subject to the ADA, and federal facilities subject to the Architectural Barriers Act.

#### ENFORCEMENT

The Civil Rights Division's ADA enforcement program, while not directly implementing section 504, has substantial impact on entities subject to section 504. Title II of the ADA extends the non-discrimination principles of section 504 to all public entities, without regard to whether the program at issue receives Federal funds. Because most federal grantees are also subject to either title II or title III of the ADA, the Civil Rights Division's development of the legal requirements under the ADA will directly affect the nondiscrimination obligations of these entities.

In FY 95, the Civil Rights Division's enforcement efforts included participation in litigation, either by participating as a party or by filing briefs as amicus curiae ("friend of the court") to address specific issues. Whenever possible, the Division seeks to resolve matters before trial through such mechanisms as consent

decrees (negotiated settlements in lawsuits that may be enforced by the Federal court in which they are entered); and, formal and informal settlement agreements (cases resolved without litigation wherein the entity promptly agrees to take the necessary actions to achieve compliance, or does so following extensive negotiations).

Among the issues addressed in the Division's enforcement program are:

- The Department filed amicus briefs in *Clark v. Virginia Board of Law Examiners* and *Szarlan v. Connecticut Bar Examining Committee* challenging unnecessarily broad inquiries into past mental health treatment of people seeking to be licensed as attorneys.
- In *United States and Taylor Home of Charlotte, Inc. v. City of Charlotte, North Carolina*, the Department filed a brief arguing that a nonprofit corporation that provides housing for AIDS patients has standing to challenge zoning practices under title II of the ADA and section 504.
- In *Wyatt v. Hanan*, the Department filed an amicus brief in support of a challenge to the State of Alabama's program for providing residential care, treatment, and training for persons with mental disabilities.
- In Marshall County, Mississippi, a settlement agreement resolved two complaints involving the discharge of volunteer firefighters for HIV-related reasons.
- The Department negotiated settlements with the City of Chicago, and the Fort Lauderdale (Florida) Police Department to ensure direct access to 9-1-1 services for persons who are deaf and hard of hearing. The public entities agreed to modify their current practices to ensure that the services provided to individuals who use TDDs are as effective as those provided to others.
- The St. Louis (Missouri) Land Clearance Redevelopment Authority signed a settlement agreement to resolve a complaint alleging that the ticket pricing, companion seating, and parking policies and procedures of the St. Louis Arena discriminated against individuals with disabilities.
- In Louisiana, the Alexandria Police Department agreed to adopt and publicize a policy for the provision of appropriate auxiliary aids, including sign language interpreters, to persons with hearing impairments when necessary to ensure effective communication in arrests and other situations.

- o Mercer County, West Virginia, agreed to develop a compliance plan to make the services, programs, and activities conducted in the county courthouse accessible to individuals with mobility impairments.
- o In Gorman v. Bishop, the department has moved to intervene to defend the constitutionality of title II in a lawsuit brought against the Kansas City Police Department for alleged title II violations committed during the plaintiff's arrest.
- o In Tyler v. City of Manhattan, Kansas, the department filed an amicus brief in the U.S. Court of Appeals for the Tenth Circuit arguing that title II authorizes awards of compensatory damages regardless of whether the discrimination is intentional. The brief also argued that the plaintiff is entitled to a jury trial when seeking such damages.
- o The department concluded a settlement agreement with the Rockland County, New York, Board of Plumbing, Heating, and Cooling Examiners whereby the Board is required to provide a reader or an oral test during the written portion of the Board's next licensing examination for a plumber who has dyslexia.
- o A complaint that the Sioux Empire Fair operated by Minnehaha County, South Dakota was inaccessible to individuals with mobility impairments was resolved when the county agreed to provide accessible seating, with adjacent companion seats, and an accessible bathroom in the exposition hall, one of the largest west of the Mississippi River.

#### COORDINATION AND AGENCY LIAISON

The Civil Rights Division conducts liaison activities with civil rights and other appropriate program and legal staff of the nearly 30 agencies that administer federal financial assistance programs and the more than 95 agencies that operate federally conducted programs subject to coverage by section 504. These continuing liaison activities identify both technical assistance needs and opportunities for individual agencies to improve their compliance programs. They also serve to assess the compliance status and effectiveness of each agency in enforcing civil rights laws.

- o During FY 1995, the division received 2,316 title II complaints, which generally involved section 504 federally funded recipients, as well. These complaints included 1,769 retained for investigation and 547 referred to designated agencies, principally the

Departments of Education, Transportation, Health and Human Services, Interior, and Housing and Urban Development. These complaints came from all parts of the country and involved a variety of federally funded recipients, including correctional institutions, local housing authorities, hospitals, school districts, city parks, local transportation services, libraries, and municipal services.

- o The division chairs an ADA Technical Assistance Coordinating Committee, which is comprised of 17 federal agencies that provide ADA technical assistance, to discuss issues of common interest and to exchange information on their agencies' technical assistance activities and initiatives. The Division is developing a database of ADA technical assistance materials and activities government-wide. The database will be shared with other agencies, used to generate ADA resource guides, and will form the basis for reports on the government's technical assistance accomplishments.
- o The division met individually with Executive agencies with significant programs of Federal financial assistance on a range of issues. These issues included: the Department of Agriculture's policy guidance with respect to feeding children with special health care needs in schools; the National Park Service of the Department of the Interior's resolution of a complaint alleging that the walkways on the Mall in Washington, D.C. are inaccessible to persons with mobility impairments; the Department of Education's section 504 and title II policy concerning admission standards for medical schools; and the Corporation for National and Community Service's final version of three section 504 complaint policies and procedures intended for use by staff, recipients, and beneficiaries.

#### TECHNICAL ASSISTANCE

The division offers federal agencies, covered entities, individuals with disabilities, and members of the public technical assistance intended to improve disability rights enforcement programs, to promotes interagency information sharing and cooperation, and to eliminate duplicative requirements by introducing cost-effective procedures to reduce burdens on the agencies and their recipients.

- o The division provided expert speakers on ADA and section 504 topics at over 130 conferences and training sessions nationwide through its Technical Assistance Program speakers bureau. The division also responded to

approximately 1,600 telephone calls from House and Senate congressional offices, requesting specific information on section 504 and ADA requirements.

- o The division gives technical assistance to ten Regional Disability and Business Technical Assistance Centers (DBTAC's), funded by the U.S Department of Education, to assist them in responding to questions about specific requirements of the ADA, and provided technical assistance materials to them for dissemination to the public.
- o The division developed two publications in a simple question and answer format providing ADA information on the following topics: state and local governments and telephone emergency response ("911") centers.
- o The division awarded 16 new ADA technical assistance grants under two priorities. Ten organizations received funds to conduct statewide projects to educate small businesses about title III's requirements and resources. Six additional organizations received funds to conduct statewide title II information-sharing conferences for local and state government officials.
- o The division sent 15,000 public libraries an ADA Information File developed and distributed with the help of the Chief Officers of State Library Agencies and sent a packet of 33 ADA publications to 6,000 local Chambers of Commerce nationwide. The division also provided ADA compliance information to mayors of 1,100 cities and disseminated 13,000 technical assistance publications at ADA town meetings sponsored in each state by the National Council on Disability.
- o The division operates a toll-free ADA Information Line [1-800-514-0301 (voice); 1-800-514-0383 (TDD)] to provide disability rights compliance information to interested parties. Automated service that enables people to obtain general information and publications is available 24 hours a day. Information specialists are available each business day to answer individual questions. The ADA Information Line received 75,000 calls in fiscal year 1995. Many of these calls are specifically about section 504.
- o The division also uses the Internet and other electronic media such as its bulletin board (BBS) to distribute information. Since its inception, thousands of

individuals have registered as users of the bulletin board. Information can be downloaded by dialing: 202-514-6193. The BBS also can be accessed through the Internet (telnet fedworld.gov Gateway D, choice D#9).

Contact person: John L. Wodatch, Chief, Disability Rights Section, Civil Rights Division, Telephone: 1-800-514-0301



## **Section 507**

# **Interagency Disability Coordinating Council**

## INTERAGENCY DISABILITY COORDINATING COUNCIL

### Section 507

#### Interagency Disability Coordinating Council

Section 507 of the Rehabilitation Act Amendments of 1992 renamed the Interagency Coordinating Council (ICC) as the Interagency Disability Coordinating Council (IDCC), expanded its membership to include the Secretaries of the Department of Housing and Urban Development and the Department of Transportation, and increased the scope of its responsibilities to include monitoring and coordinating all efforts of federal agencies concerning the rights of individuals with disabilities (e.g., the ADA as well as Title V of the Rehabilitation Act). The Attorney General chairs the IDCC. The National Council on Disability (NCD) may provide advice and recommendations to the IDCC.

During FY 1995 the IDCC did not meet. The IDCC member agencies carried out their Rehabilitation Act and ADA coordination activities through the Department of Justice's ADA Technical Assistance Coordinating Committee, at which staff of 17 federal agencies that provide ADA and section 504 technical assistance, meet regularly to discuss issues of common interest and to exchange information. As issues pertinent to the IDCC arise, it is expected that they will continue to be handled on an ad hoc basis. Formal IDCC meetings will be convened when necessary.

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## Section 508

# **Electronic and Information Technology Accessibility Guidelines**

## GENERAL SERVICES ADMINISTRATION

### Section 508

#### Electronic and Information Technology Accessibility Guidelines

#### OVERVIEW AND PURPOSE

Section 508 of the Rehabilitation Act of 1973 (Act), as amended, requires that the Secretary of the Department of Education, through the Director of the National Institute on Disability and Rehabilitation Research and the Administrator of the General Services Administration (GSA), develop and establish federal procurement guidelines that would ensure accessibility to electronic office equipment by individuals with disabilities. The language of Section 508, revised in the 1992 amendments to the Act, changes the focus of accessibility to the access and use of the information rather than to the equipment used to create and obtain information. Because of its long-standing experience in and authority over much of the procurement activity within the federal government, GSA has taken the initiative in implementing this section of the Act.

In carrying out its mandate, GSA's Information Resources Management Service conducted three annual studies to monitor the progress of various federal agencies in complying with accessibility requirements. Among the recommendations made at the conclusion of the FY 1994 study were:

- (1) GSA should continue to issue guidance on accessibility and perform regular monitoring and review of federal agencies' compliance with accessibility guidelines, but that no additional annual accessibility studies should be conducted since GSA had observed substantial improvements in meeting accessibility requirements by the federal community.
- (2) Agencies should be advised of the availability of resources, such as GSA's Clearinghouse on Computer Accommodation, renamed the Center for Information Technology Accommodation (CITA), which provide assistance in the identification and implementation of accessibility requirements.

#### Center for Information Technology Accommodation

The Center for Information Technology Accommodation (CITA), formerly the Clearinghouse on Computer Accommodation, has since 1985, served as a center to meet cultural and legal demands for information technology that accommodates the rights of all citizens to participate in society, in a non-restrictive manner, including citizens with disabilities. CITA demonstrates how people-centered approaches to information technology development, augmented by collaborative tools, accommodate the level of citizen participation

needed to meet diverse demands for responsive service delivery. By demonstrating how to include people with disabilities as early beta users and beneficiaries of information technology advances, CITA demonstrates the advanced workplace performance needed not only to accommodate disability, but also worker re-training, aging, illiteracy, office ergonomics and high demand, nontraditional office environments.

### ACTIVITIES AND ACCOMPLISHMENTS

In FY 1995, CITA provided continued assistance to federal personnel involved in information technology accommodation activities. The center continued to respond to new areas of emerging need such as repetitive strain injuries by initiating comprehensive ergonomic consultations and workshops to address this growing problem more systematically. It is estimated that the cost of workman's compensation for repetitive strain injuries in the federal government was 72 million in 1995.

Performance guidelines developed by the center are used in many settings nationally and internationally to advance accessible information services and applications. CITA's accessibility guidelines for web sites are being implemented widely.

The center authored a White Paper on People with Disabilities: Breaking Down Barriers, Building Choice for the Committee on Applications and Technology, Information Infrastructure Task Force for the Department of Commerce. The paper reflected the vision of the Council on Accessible Technology. The paper has been accepted in many government and non-government settings and serves as a core document for newly forming information superhighway policy groups.

CITA also assists state governments, foreign governments and businesses that are looking to federal government for leadership in information technology policy and practices that accommodate people with disabilities.

The center provides leadership on an interagency team that is reengineering how federal acquisition regulations are distributed electronically and in a manner that accommodates the access requirements of people with disabilities.

CITA has assumed leadership in convening and facilitating a broad network of interested citizens, non-government organizations, industry, and government stakeholders:

- o by advancing internet-based communications network among stakeholders, with current topics including:

- improving access performance information available to buyers, and
  - developing strategies for expanding collaborative network communications to assist the Federal Advisory Committee of the Architectural and Transportation Barriers Compliance Board in order to develop people-centered regulations for the Telecommunications Act of 1996.
- o by advancing pilot demonstration partnerships among regional associations of people with disabilities, business innovation/design centers, federal laboratory consortiums, and rehabilitation engineering centers
  - o by improving collaboration among federal, state, and foreign governments together with citizens and private sector to operationalize performance benchmarks and showcase pilot demonstrations of infrastructure capabilities that also offer improved and uninterrupted access by people with disabilities.

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## **Section 509**

# **Protection and Advocacy of Individual Rights (PAIR)**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Program Operations

#### Section 509

Protection and Advocacy of Individual Rights (PAIR)

Federal Funds \$7,456,000

#### MISSION AND PURPOSE

This formula grant program provides funds to the state protection and advocacy (P&A) systems established under Part C of the Developmental Disabilities Assistance and Bill of Rights Act to support programs to protect the legal and human rights of individuals with disabilities who are not eligible for services under other P&A programs or who need services beyond the scope of the Client Assistance Program (CAP) funded under Section 112 of the Act. P&A systems are agencies designated by the governors and are independent of agencies providing habilitation and rehabilitation services. In FY 1995, P&A systems included the Protection and Advocacy for Persons with Developmental Disabilities (PADD) program administered by the Administration on Developmental Disabilities, U.S. Department of Health and Human Services (ADD/HHS), and the Protection and Advocacy for Individuals with Mental Illness (PAIMI) program administered by the Center for Mental Health Services, U.S. Department of Health and Human Services (CMHS/HHS), as well as PAIR.

Fifty-six grants were awarded to the 50 states, the District of Columbia, Puerto Rico, and four territories. States received the minimum allotment of \$100,000 and territories received \$50,000.

As required by Section 509, \$135,000 was set aside to provide training and technical assistance to eligible PAIR staff.

#### ACTIVITIES AND ACCOMPLISHMENTS

PAIR activities include investigating, negotiating, or mediating solutions to problems expressed by individuals with disabilities; providing information and technical assistance; and providing legal counsel and litigation services. PAIR also supports education and outreach activities.

Each year, PAIR programs must establish case selection priorities based on public comment. In FY 1995 PAIR agencies reported an average of four program priorities each, covering a range of issues or problem areas.

#### Program Data

During FY 1995, PAIR programs reported serving more than 58,000 individuals. This total includes 11,047 cases and 47,549



non-cases (individuals provided with routine informational or referral services).

Of the cases handled by PAIR programs in FY 1995, the largest category (21.7 percent) involved employment issues, while the second largest category involved education issues (19.7 percent). The most common intervention strategies used to resolve problems were counseling and supervised referrals (42.8 and 33.2 percent, respectively).

### Training and Technical Assistance

Effective June 1, 1994, RSA entered into an interagency agreement with ADD/HHS to fund technical assistance and training activities for PAIR staff. Pursuant to the agreement, RSA transferred the \$135,000 FY 1995 PAIR training and technical assistance set-aside authorized by Section 509 of the act to ADD to supplement ADD's contract with the National Association of Protection and Advocacy Systems (NAPAS). CMHS/HHS also provided funding for the NAPAS contract. The three federal agencies supporting P&A programs coordinate training and technical assistance to ensure that training and technical assistance for P&A staff, including PAIR staff, were consistent, appropriate, and coordinated.

FY 1995, contractor services were provided through the NAPAS Advocacy Training and Technical Assistance Center (ATTAC). Through the contract, PAIR shared in ATTAC services in the areas of needs assessment, legal backup and support, management and administrative guidance, advocacy support and policy issues, and coordination and brokering of expertise within the national network of P&As. PAIR training sessions were held at the annual NAPAS meeting in June 1995.

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# T i t l e   V I

## **Section 621**

### **Projects With Industry (PWI)**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### Section 621

Projects With Industry (PWI)

Federal Funds \$22,071,000

### MISSION AND PURPOSE

The purpose of the PWI program is to create and expand job and career opportunities for individuals with disabilities in the competitive labor market by engaging the talent and leadership of private industry as partners in the rehabilitation process, to identify competitive job and career opportunities and the skills needed to perform such jobs, to create practical job and career readiness and training programs, and to provide job placements and career advancement. In accordance with the program's mission, all PWI projects are required to have a Business Advisory Council comprised of representatives of private industry, organized labor, and individuals with disabilities and their representatives, as appropriate.

### ACTIVITIES AND ACCOMPLISHMENTS

In FY 1995, 11 new and 110 continuation grants were awarded. Projects provided a wide range of services tailored to meet the employment needs of a variety of individuals with physical and/or mental disabilities. As noted, each project is required by law to have a Business Advisory Council that provides the mechanism for private sector business to participate in the PWI program by identifying available jobs within the community and prescribing appropriate training programs to equip program participants with the skills necessary to secure and maintain employment. The Department gives competitive preference to projects located in federally designated Empowerment Zones and Enterprise Communities. In fiscal year 1995, the Department awarded 9 to the 11 new PWI grants to projects that provide substantial services to these high-need communities.

#### Program Accountability

The Department evaluated program effectiveness in FY 1995 through on-site monitoring reviews as well as through analysis of compliance indicator data submitted by grantees. Based on statute and regulation, projects are required to report indicator data measuring nine critical performance areas. The maximum possible score is 150 points but grantees must receive a minimum score of at least 70 points to qualify for continuation funding for the third or any subsequent year of a grant.

In FY 1995, 124 grantees were required to submit indicator data, of these 124 grantees, 117 achieved 70 points or more on the indicators and qualified for continuation funding. Seven grantees failed to achieve the minimum score required for continuation funding. One of the seven grantees was in its final year of operation and was not requesting continuation funding and 2 projects had terminated at the end of the previous fiscal year. Based upon statute and regulation, the 4 grantees that failed to achieve the required minimum score were provided the opportunity to submit data for the first six months of the next fiscal year.

In 1995, PWI projects placed in competitive employment approximately 68 percent (13,029) of the 19,157 individuals with disabilities served. Most of the individuals served and placed through the program in 1995 were individuals who are considered difficult to place (individuals with severe disabilities and individuals who were unemployed at the time of project entry). Eighty-one percent of individuals served, and 80 percent of individuals placed, were individuals with severe disabilities. Projects reported placing in competitive employment approximately 67 percent (10,413) of the individuals with severe disabilities served in 1995. Projects also reported that 69 percent of individuals served, and 67 percent of individuals placed, had been unemployed at least six months at the time of project entry. Projects placed approximately 66 percent (8,699) of unemployed individuals served in competitive employment.

Fiscal Year 1995 data showed a small decrease in the total number of persons served (1.5 percent) as compared to 1994. However, there was a significant increase in the number (10.2 percent) and proportion (11.9 percent) of individuals with severe disabilities served in 1995. There were also significant increases in the total number (12.3 percent) and proportion (14 percent) of all persons placed in competitive employment and in the number of persons placed who had severe disabilities (16.3 percent) as compared to 1994. The average cost per placement, which began to decline in FY 1993 after significant increases in the previous years, continued to decline in FY 1995.

#### Projects With Industry Overall Program Outcomes

Program Performance Data for FY 1992-1994.

	FY 1992	FY 1993	FY 1994	FY 1995
Persons Served	17,791	18,267	19,449	19,157
Persons Served who are severely disabled	13,105 (74%)	14,153 (77%)	14,053 (72%)	15,486 (81%)

Persons Served unemployed 6 mos.	12,472 (70%)	12,989 (71%)	13,261 (68%)	13,192 (69%)
Persons Placed	9,994 (56%)	11,486 (63%)	11,604 (60%)	13,029 (68%)
Cost/placement	\$2,038	\$1,726	\$1,707	1,598
Persons Placed who are severely disabled	7,335 (56%)	8,821 (62%)	8,957 (64%)	10,413 (67%)
Persons placed unemployed 6 mos.	9,874 (79%)	7,962 (62%)	8,283 (62%)	8,699 (66%)

### On-Site Compliance Reviews

The Rehabilitation Act of 1973, as amended, requires the Department to monitor on an annual basis 15 percent of the PWI projects. Projects are selected on a random basis for on-site reviews. In FY 1995, nineteen projects were selected for review. They were as follows: Morgan Memorial Goodwill Industries, Boston, Massachusetts; IAM District Lodge 91, East Hartford, Connecticut; Joseph Bulova School, Woodside, New York; Vocational Rehabilitation Center, Pittsburgh, Pennsylvania; Goodwill Industries of Northeast Pennsylvania, Scranton, Pennsylvania; Joseph P. Kennedy Institute, Washington, D.C.; the National Senior Citizens Education and Research Center, Washington, D.C.; Tri-County Industries, Rocky Mount, North Carolina; Abilities of Florida, Clearwater, Florida; Goodwill Industries of Atlanta, Atlanta, Georgia; Custom Manufacturing Services, Louisville, Kentucky; Chicagoland Project With Industry, Chicago, Illinois; Pine Lake Foundation, Plainville, Michigan; Association of Rehabilitation, Industry and Business, Hot Springs, Arkansas; United Cerebral Palsy, Austin, Texas; IAM District Lodge 71, Kansas City, Missouri; Integrated Resources Institute, Irvine, California; S.L. Start and Associates, Spokane, Washington; and Boise State University, Boise, Idaho.

### Findings and Conclusions from the Site Visits

On-site compliance reviews assists in the identification of project strengths as well as areas in need of continued improvement. The general strengths identified included: strong Business Advisory Councils that were able to effectively oversee the general operation of each project, develop curriculum and, in some instances, conduct mock job interviews to assist program participants prepare for job interviews; effective referral systems with State vocational rehabilitation agencies; and most projects had effective collaborative relationships for the provision of

support services with the State vocational rehabilitation agencies. Areas recommended for improvement for some of the projects included: the development of standardized reporting forms to improve tracking of project performance; clarity of expenditure documentation, including the 20 percent match; and strengthening the involvement of Business Advisory Councils.

#### **Profiles of Projects reviewed:**

##### **JOSEPH BULOVA SCHOOL WOODSIDE, NEW YORK**

The Joseph Bulova School is an affiliate of the Swiss Watch Industry and provides training in the World Watchmaking Organization Program. Trainees are placed in the watch and jewelry industry, at competitive salaries with opportunity for career advancement. The program provides a wide range of services including vocational counseling, work evaluation, work adjustment, job skills training, and job placement. The project's goal is to place 250 persons over the five years of the grant. Reviewers identified the following project strengths: the project utilizes the latest computer technologies in providing accommodations to program participants; diagnostic vocational evaluations are provided to each project participant; and the project's Business Advisory Council includes business leaders who are active in the project's operations. A recommendation was made that the project serve a higher percentage of individuals with severe disabilities.

##### **UNITED CEREBRAL PALSY ASSOCIATION OF THE CAPITAL AREA AUSTIN, TEXAS**

The United Cerebral Palsy Association of the Capital Area (UCPA-CA) serves approximately seven counties of Central Texas, targeting services to approximately 15,000 persons who have cerebral palsy and similar severe disabilities. The project proposed to place 15 individuals into competitive employment each project year. The program provides a wide range of services to unemployed individuals with disabilities as well as employers including: job development, job-site analysis, job matching, job training, job coaching, rehabilitation engineering, and job-site accommodation. Reviewers identified the following project strengths: the project has a strong working relationship with employers and the Business Advisory Council effectively assists in the management of the project.

##### **ASSOCIATION OF REHABILITATION, INDUSTRY AND BUSINESS HOT SPRINGS, ARKANSAS**

The mission of the Association of Rehabilitation, Industry and Business (ARIB) is to place individuals with severe disabilities in career ladder occupations that reflect current and future labor market needs. The project proposed to place 125 individuals into

competitive employment for each project year, with a five-year total of 700 individuals placed. The project provides a wide range of services including job development, job readiness training, job placement assistance, and job-site analysis. Reviewers identified the following project strengths: a strong working relationship with the state vocational rehabilitation agency; the project successfully served a high percentage of individuals with severe disabilities; and the project participants experienced high job retention.

**MORGAN MEMORIAL GOODWILL INDUSTRIES  
BOSTON, MASSACHUSETTS**

Morgan Memorial Goodwill Industries' Project With Industry program assists individuals with severe disabilities to acquire and maintain competitive employment. The project proposed to place 305 individuals into competitive employment over the five years of the project. The project provides pre-employment training utilizing a peer support model and supported work placements for all participants. Additionally, the project provides extensive on-the-job skills training and supports to both the participant and employer. The Business Advisory Council oversees all curriculum development and conducts mock job interviewing. Reviewers identified the following project strengths: the project is effective and creative in its use of a job club as a support for project participants; and the project has well organized case files.

**Project Profiles**

In FY 1995, all PWI programs submitted annual performance reports. Profiles of selected annual performance reports are provided below:

**CITY OF LOS ANGELES OFFICE ON DISABILITY  
LOS ANGELES, CALIFORNIA**

The City of Los Angeles Office of Disability distinguished itself during 1994-1995 by exceeding its projected goals by serving 606 individuals with disabilities and placing 233. The program goal was to place 160 individuals. Project participants achieved an average increase in earnings of \$129.18 per week with an average weekly wage of \$285.45.

**JEWISH VOCATIONAL SERVICE  
CHICAGO, ILLINOIS**

The Jewish Vocational Service of Chicago provides vocational rehabilitation, vocational evaluation, counseling, on-the-job training, employability and occupational skills training, and follow-up services for program participants. Participants are placed into unskilled, skilled, or professional positions.



Seventy-one percent of the 149 consumers placed into competitive employment were unemployed for six months or more prior to project entry. The average increase in weekly earnings after placement was \$150.

#### **SOUTHERN CALIFORNIA PROJECTS WITH INDUSTRY DOWNEY, CALIFORNIA**

The Southern California Projects With Industry (SCPWI) program offers job placement services, advocacy, housing assistance, transportation, peer counseling and job coaching to program participants. SCPWI joined forces with other agencies to assist Native Americans with disabilities to prepare for and obtain competitive employment. Over 95 percent of consumers who were placed into employment were unemployed for six months or more prior to program entry. The average weekly earnings rose from \$10.54 per week to \$332.26 per week.

#### **LT. JOSEPH P. KENNEDY INSTITUTE WASHINGTON, D.C.**

Lt. Joseph P. Kennedy Institute provided services to 43 individuals in FY 1995, 41 of whom were placed into competitive employment. All individuals placed into competitive employment had severe disabilities. One year after job placement, 80 percent of those individuals remained employed. Program participants increased earnings by an average of \$280 per week. The Institute provided job development, assessment, job placement, and follow-up services while the staff worked closely with employers to provide reasonable accommodations for program participants and to enhance the availability of natural supports at the work place.

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## **Sections 631-638**

# **The State Supported Employment Services Program**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Program Operations

Sections 631-638

The State Supported Employment Services Program

Federal Funds \$36,536,000

### MISSION AND PURPOSE

In FY 1995, the states received more than 36 million in Federal funds under the State Supported Employment Service Program. See Appendix B, pages B-5 and B-6. This formula grant program (Title VI, Part C) assists states to develop collaborative supported employment (SE) programs with appropriate public and private nonprofit organizations. The program is intended to enable state VR agencies to provide individuals with the most severe disabilities time-limited services that lead to SE. The state VR agency is responsible for the administration of the program and for establishing cooperative agreements or letters of understanding with private sources or other public agencies in which the commitment for extended services for long-term job support is secured. Funds for the program are distributed on the basis of population, with no state receiving less than \$300,000, or one-third of one percent of the sums appropriated for the fiscal year for which the allotment is made, whichever is greater.

Historically, SE developed as an alternative service delivery model to traditional rehabilitation programs that had difficulty assisting individuals with severe disabilities achieve mainstream, integrated employment. The 1992 amendments to the Rehabilitation Act specified that individuals served under this program must be those with the most severe disabilities. SE has demonstrated that these individuals can engage in real work for competitive pay as part of America's work force.

### ACTIVITIES AND ACCOMPLISHMENTS

The Rehabilitation Services Administration (RSA) has two sources of data for the Title VI, Part C, State Supported Employment Services Program. They are (a) the RSA-911 Individual Case Service Report System which provides many personal and program-related characteristics of persons whose cases are closed each year and (b) Form RSA-636, the Annual Supported Employment Caseload Report, which provides information on numbers served, numbers closed, outcomes of the cases, and numbers of cases remaining active at the end of the fiscal year (FY). Both data systems collect data on all individuals who have had a goal of supported employment regardless of the funding source for the services provided. Information for those individuals whose services were, at least in part, paid for with Title VI-C funding

have been extracted for this report. For reporting purposes, the expenditure of any amount of title VI-C funds qualifies the individual to be counted as a title VI-C case.

Both data systems report information on individuals who partially or totally meet the criteria for closure as a successful SE outcome. Neither system collects data on which criteria are not met. The criteria for closure of an individual as a successful SE outcome include the following: (1) the individual is appropriately identified as a supported employment client, (2) the individual has been placed into the competitive labor market, in an integrated work setting, and (3) the individual is receiving ongoing support services at closure. Data from both systems are for FY 1995. Both data systems assist in evaluating the effectiveness of the program, improve planning, monitoring, and technical assistance, and provide a basis for consideration of future policy making.

RSA-636 data for FY 1995 shows that state VR agencies served 36,216 individuals with Title VI-C funding. This represented a 15.4 percent increase over the number served (31,394) in FY 1994. Although the number of persons served continues to increase each year, the rate of the increase has slowed. For example, the total served during FY 1994 was 21.2 percent more than the number served in FY 1993. A total of 14,668 individuals completed their title VI-C supported employment services during FY 1995. More than half (57.0 percent) of them met all of the criteria for an SE outcome. Another 9.4 percent met some criteria, and the remaining 33.6 percent either achieved a noncompetitive employment outcome or did not achieve an employment outcome. At the end of the fiscal year, 21,548 persons were still actively receiving supported employment (SE) services compared with 18,168 at the end of FY 1994.

The FY 1995 data from the RSA-911 system show the following personal and program-related characteristics of persons who achieved an SE outcome and who were served with VI-C funds. The mean age at application was 31 years and the mean age at closure was 32.8 years. Males accounted for 59.4 percent of these persons; by race, whites were 82.6 percent of the total compared to 15.3 percent for blacks; and 82.9 percent had never married. The predominant major disabling conditions were mental retardation (55.3 percent) and mental illness (25.4 percent). The major occupational category in which supported employment clients were employed at closure was the services industry consisting of domestic (0.9 percent), food and beverage (21.5 percent), building (18.2 percent) and other service occupations (8.8 percent) for a total of 49.4 percent. The mean weekly earnings for title VI-C clients who achieved an SE outcome was \$113.99; the mean weekly hours worked was 24.3; and the mean hourly rate was \$4.62.

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# T i t l e      V I I

## **Sections 711-721**

### **Chapter 1, Parts B and C State Independent Living Services and Centers for Independent Living (CIL) Programs**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### Chapter 1, Independent Living Services and Centers for Independent Living Programs

##### Federal Funds

Section 711 (part B funds) \$21,859,000

Section 721 (part C funds) \$40,533,000

#### PURPOSE

The Chapter 1, Independent Living Services (ILS) and Centers for Independent Living (CIL) programs promote a philosophy of independent living (IL), including a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual and system advocacy, in order to maximize the leadership, empowerment, independence, and productivity of individuals with significant disabilities, and the integration and full inclusion of such individuals into the mainstream of American society.

The programs make financial assistance available to states for providing, expanding, and improving the provision of IL services and provide financial assistance to develop and support statewide networks of Centers for Independent Living (centers).

Centers are consumer-controlled, community-based, cross-disability, nonresidential, private nonprofit agencies that are operated within local communities by individuals with disabilities and provide an array of IL services. There were over 250 centers operating during FY 1995. Grants for centers are awarded by either RSA or by Designated State Vocational Rehabilitation Units (DSUs), depending on whether the state or federal government provides more funding for the general operation of centers in the state and whether an eligible state opts to apply to administer the program. In FY 1995 seven states administered the CIL program under §723 of the Act. These were Massachusetts, Connecticut, New York, Virginia, Minnesota, Kansas, and California.

In FY 1995, 21 new centers, including new satellite centers from existing grantees, were funded in 16 States. In the §723 States, an additional nine new centers were funded; New York (3), California (6). Funding supported centers serving unserved and underserved areas in the eligible States, consistent with each state's plan for a network of centers.

#### STATE PLAN FOR IL (SPIL)

The State Plan for independent living services (SPIL) establishes the overall plan for IL in each state. It is jointly developed by the State Independent Living Council (SILC) and the designated

state units (DSU). Each IL service provider, including centers, must operate consistent with the approved SPIL. In developing the SPIL, states must consider the work plans adopted by each center, and other sources, to ensure appropriate planning, financial support, and coordination, to address the IL needs in the state.

In July 1995, the states were required to submit three-year SPILs for FY 1996 through 1998. The states were allowed to use a one-year SPIL for FY 1995. The additional year gave the SILCs time to gain maturity and knowledge about their new roles and responsibilities under the Rehabilitation Act Amendments of 1992 and 1993. For the most part, the DSUs and SILCs have gained great mutual respect and have developed a productive working relationship. The new SPILs reflect and benefit from this new partnership.

In the §704 reports from the states, the differences in the development of the SPILs in FY 1994 and FY 1995 is notable. Worthy of special mention is the open review of and candor regarding problems among partners and participants in the SPILs and how the parties dealt with the problems.

The FY 1996-98 state plans reflect the importance states attach to their network of centers. Only three states consider their networks complete and in those states, plans are under study for opening branch offices when funds become available. The following activities were accomplished under SPILs during FY 1995:

- o **Needs Assessment.** In Oregon the SILC used a three-fold approach to obtain information regarding needs to expand services to unserved and underserved areas:
  - Obtained DSU input from consumer information and IL counselor meetings;
  - Conducted a statewide survey regarding IL services needs; and
  - Reviewed information from public input forums conducted by centers.
- o **Universal Standards.** A number of states have passed laws or adopted rules that require centers, regardless of the source of funding, to meet the same standards and assurances and use the same §704 report as federally funded centers.
- o **Spreading the Risk.** Connecticut elected to spread its Part C funding across all CILs in the state thus spreading the risk of reduction in any particular funding source. Additionally, Connecticut adopted RSA's practice



of using the 704 report as the center's continuation funding application, and implemented a unified management information system.

- o **New Centers funded in FY 1995:** South Florida Association for Disability in Miami, Florida; Walton Options for IL in Augusta, Georgia; Illinois-Iowa ILC (Iowa Branch) in Davenport, Iowa; Stone-Hayes Center in Galesburg, Illinois; ATTIC in Vincennes, Indiana; Potomac Highlands Center in Cumberland, Maryland; Southern Maryland IL, Inc. in Prince Frederick, Maryland; North Central Independent Living Services in Great Falls, Montana; Living Independently f/Today&Tomorrow in North Billings, Montana; GSILF (Manchester Satellite) in Manchester, New Hampshire; Tri-County ILC in Egg Harbor City, New Jersey; Access to Independence and Mobility (Chemung County Satellite) in Corning, New York; Glens Falls ILC (Sarasota County Satellite) in Glens Falls, New York; Troy Resource Center (Columbia County Satellite) in Troy, New York; Pathways for the Future Inc. in Sylva, North Carolina; Independence Inc. in Minot, North Dakota; ILC of North Central Ohio in Mansfield, Ohio; The Ability Center of Greater Toledo (Central City & Defiance Satellites) in Sylvania, Ohio; Movimineto Alcance Vida Independiente (Southern Satellite) in Rio Piedras, Puerto Rico; Walton Options for IL (Aiken, Edgefield, Barnwell & McCormick Counties of South Carolina) in Augusta, Georgia; ILC of Appalachia, Inc. in Knoxville, Tennessee; Center for IL in Middle TN in Nashville, Tennessee; REACH, Inc. (Denton Satellite) in Fort Worth, Texas; LIFE, Inc. in Lubbock, Texas; Valley Assn. for IL, Inc. in Pharr, Texas; and WCCD (King County Satellite) in Seattle, Washington.

#### DESIGNATED STATE UNIT (DSU) ACTIVITIES

- o **Monitoring and Training.** The Missouri DSU conducted four on-site reviews of state and part B funded centers. While the establishment of centers is taking place as outlined in the SPIL, the DSU found the centers are not properly trained in center administration, independent living philosophy, and other responsibilities, which reduces the chances for success. The DSU is working with the SILC's technical assistance committee to provide the needed assistance, including an added employee, to help in the administration, monitoring, and training of centers.
- o **Joint Public Hearings; SPIL implementation.** Most DSUs actively participated in the development of the three-year SPILs submitted to RSA in July 1995. With the

exception of the state agencies for the blind, the trend in most states is to provide all services through centers. The state acts in a grants administration capacity and the SILC acts as the program office. In FY 1995 the amount of part B funds provided for the general operation of centers increased by \$2,287,022 (+136 percent). The amount of part B funds expended in direct services provided by a state agency declined by \$536.262 (-4.26 percent).

- o **Taking Services to People.** Over the past several years, the South Dakota DSU and SILC have struggled with how to move to a statewide network of quality IL services with the limited funding presently available. Through collaboration with executive directors of the CIL/SILC and the DSU, the SILC adopted a three-year strategic plan. The plan utilizes an approach of taking services to people by using field staff based out of their homes who are assigned a specific territory. Each staff will have the necessary technology to operate as a branch of an existing CIL.

#### STATEWIDE INDEPENDENT LIVING COUNCILS (SILCs)

Each state participating in the IL programs must establish a Statewide Independent Living Council (SILC), appointed by the governor or other appropriate authority. Members appointed to represent the DSU and other state agencies providing services to individuals with disabilities are ex-officio nonvoting members. All other members are voting members, including a center director chosen by the state center directors. A majority of the voting members must be individuals with disabilities who are neither employed by a state agency nor by a center.

In FY 1995, no SILC reported problems regarding independence from state agencies. Most SILCs are freestanding organizations; several are state agencies designated either by the governor or the legislature (Wyoming, California); and the following have become nonprofit organizations with 501(c)(3), tax exempt, status: West Virginia, Utah, Illinois, Tennessee, Georgia, Pennsylvania, New York, Arkansas, Kansas. The most frequently reported problems were dealing with the DSU relative to funding the SILC resource plan, and the application of state contract and personnel practices to SILCs.

#### Examples of SILC activities carried out during FY 1995:

- o **SILC Planning and Organization.** The Missouri SILC developed a well-organized planning and SPIL development committee structure, which dissolved when the SPIL was approved. This structure was followed by action committees to begin work on implementation of the new

SPIL. The 1995 §704 Report reflects a good working relationship between the SILC and DSU in stark contrast to the state's experience reported in FY 1994 when the DSU and the SILC were at an impasse that was not resolved until two months into the new fiscal year.

- o **Legislature Interaction.** A number of states report extensive interaction between the SILCs and state legislators with requests for information and educational programs. A number of states cite examples of coordination, cooperation, and communication among SILCs, centers, and DSUs to educate the legislatures on the impact and value of IL in states. North Dakota appropriated funds for IL for the first time; New Mexico increased its appropriation after its unprecedented action of appropriating funds for IL the previous legislative session. In Connecticut, the IL programs were the only human services program that did not have their funding reduced in FY 1995.
- o **Complaint/Grievance Procedure.** In Montana, the SILC established policies and procedures to deal with complaints made directly to the SILC when involving a CIL. All complaints must first go through a CIL's internal grievance procedures. The SILC established a clear expectation that they are not going to micro-manage a CIL.
- o **Kansas moved from institutions to community-based programs.** The state legislature determined that efforts would be made to redirect dollars from large institutional type settings to community based programs and services. The SILC provided information and testimony documenting community-based IL programs currently in place and the need for better statewide coverage.
- o **SILC proactive on outreach.** Nevada has been proactive in initiating activities at both state and local levels to ensure outreach and services to ethnic minorities including Native Americans, African Americans, and Latinos. The SILC has filled three vacancies with minority representatives. To assure equal access, IL services may be accessed through any non-profit, community based health or social service agency, service organization or county extension service. Consumers receive services directly in their own community no matter how remote the locale.

## TECHNICAL ASSISTANCE AND TRAINING

The IL Training and Technical Assistance Project is intended to assist centers and SILCs in achieving their mission of empowering consumers and increasing opportunities for them to live independently.

A three-year grant was awarded effective January 1, 1994 to the IL Research Utilization (ILRU) organization at The Institute for Research and Rehabilitation in Houston, Texas in collaboration with the National Council on IL (NCIL) and several other organizations and individuals to operate the National IL Training Project for calendar years 1994 through 1997.

Activities for FY 1995 focused on operating under the new Part B and C provisions. Consequently, the training programs for FY 1995 addressed such critical subjects as the IL standards and compliance indicators, which would be used to evaluate centers; the history and philosophy of independent living; creating and maintaining a systems advocacy program in centers; conducting needs assessment and consumer satisfaction studies, including non-traditional methods for obtaining feedback; and, in response to requests for information on using computers for networking, a hands-on workshop for learning how to use DIMENET, the national computer network for independent living. Additionally, two nationwide teleconferences were conducted, one tailored for SILC members on developing the three-year SPIL and the other for both SILC and center staff on completing the Section 704 Annual Performance Report (§704 Report).

Project staff were also preparing "stand-alone documents"--written resource materials based on content presented in the previous year's training programs. These resource materials were intended to be brief (no more than five pages) and very practical summaries of the provisions of Title VII. They included what every SILC member should know; prototype SILC job descriptions; questions about SILC governance; SILC membership compliance assessment; names, addresses, and telephone numbers of SILC chairs; where to get information about the act; a set of definitions on legislative terminology; contact information on key Department staff; Department of Education-sponsored funding opportunities for independent living; and a "Frequently Asked Questions" document covering the act and the role of the SILC. These resource materials were mailed to all centers and SILCs.

In June 1995, RSA provided project staff with attachments extracted from the §704 Reports in which centers and SILCs identified their training and technical assistance needs as part of the preparation of their §704 Reports. This simple approach yielded extremely valuable information: content for the work plan for the next year's activities.

The needs statements have been provided to the NIDRR-funded Rehabilitation Research and Training center on IL at ILRU, and its staff is assessing various qualitative research-focused computer software to see which, if any, would provide useful analyses of the needs--by center age, budget size, geographical locale, urban or rural setting; and, of course, year to year. The technical assistance and training needs, to be gathered each year from both center and SILC personnel, should provide valuable insight--not only into specific areas in which training and technical assistance activities should be developed, but also into developmental trends of these organizations.

## CENTERS FOR INDEPENDENT LIVING

Section 704 reports were received for FY 1995 from 274 centers and 53 states and territories. In addition to the 207,000+ requests for information and referral services, over 137,000 individuals with significant disabilities were provided IL services. Appendix B contains information on funding for IL programs in states and centers, demographics on persons served, and IL services provided, and a comparison between FY 1994 and FY 1995.

In the narrative sections of the reports, information was provided on activities conducted by centers under their plans for: community and systems advocacy, technical assistance, and collaboration, communication, and coordination; outreach; community and individual IL services; response to identified needs in the community; resource development; and training. Centers are also asked to report on innovative activities or practices which could be replicated and used by other states and centers, and substantial problems encountered during the reporting year and how they were addressed.

Not counting the 207,000 requests for information and referral, over 137,000 persons with significant disabilities were provided individual services during FY 1995. The services most utilized were: peer counseling; information and referral; advocacy/legal; housing/shelter; IL skills training; counseling; transportation; assistive devices/equipment; personal assistant services; communication services; and recreation services.

### ADVOCACY

States and centers invested 244,720 person hours (FTE) in community and systems advocacy in FY 1995.

- o **Position Papers.** The Idaho SILC rekindled a moribund Consortium for Idahoans with Disabilities (CID) with a total of 26 disability-related organizations. The consortium developed and submitted to state legislators and ID's Congressional delegation position papers on advocacy for non-profit organizations, employment and



training, supplemental Security Income Program for Children and Adolescents, Medicaid and Health Care, and the Developmental Disabilities Act.

- **Driver's Licenses.** In Arizona, the ABIL center collaborated with 43 individuals and organizations to advocate for rules that are equal to that for non-disabled drivers. ABIL assisted the Motor Vehicle Division (MVD) by chairing a work committee that drafted new rules. ABIL facilitated resolution of consumer complaints where necessary by working closely and cooperatively with MVD staff and the governor's Office on the Americans with Disabilities Act.

## **ACCESS**

- **Community Barrier Removal--Access Assessments and Access Transition Plans.** In the State of Washington, the center reviewed an average of 50 programs or businesses per year over the past three years, including the county health district, the library system, small businesses, and human service programs/sites. The reviews addressed: physical plant inspection; programs, procedures, and policies; and access to employment for people with disabilities.
- **Housing Access.** In Michigan, in collaboration with the city and county development offices, funds were established to provide a home modification program which assists low-income renters and homeowners to install ramps and other access features. Thirty-seven residences received modifications. The center assisted individuals in locating accessible housing, property inspections and 26 landlord consultations.
- **National Forest Accessibility Guide.** Staff of the Coeur d'Alene Center in Idaho has worked with the U.S. Forest Service to produce an accessibility guide for visitors and residents and is working with a local architectural firm to make the Coeur d'Alene Resort-on-the-Lake accessible.

## **COLLABORATION WITH OTHER AGENCIES AND GROUPS**

- **Expanding Collaboration with Business and Industry.** The Michigan Center Association in conjunction with the Commission on Disability Concerns and the Michigan Retailers Association successfully bid for a \$100,000 Department of Justice grant. The project, ADA MEANS BUSINESS, will provide training to help small business understand why implementing the ADA means good business.

This is resulting in positive exploratory local partnerships with diverse private business and industry representatives.

- o **Transit Advisory Committee.** In Fargo, North Dakota, there is a collaborative effort between the CIL, Fargo Transit system, the Mayor, the Association for Retarded Citizens of Cass County, Handi-Wheels Transportation, and various nursing homes, to foresee and resolve issues affecting consumers who are dependent on the system.
- o **Deinstitutionalization.** A case of individual advocacy was made an opportunity for systems change. A 20-year-old consumer under the Connecticut Department of Children and Families (DCF) was living in a nursing home but wanted to live independently, enroll in college, and develop a social life. DCF denied requests for continued support if the consumer left the nursing home. The center, in collaboration with Connecticut's P&A and the DSU worked to assist the consumer. The joint effort was successful and changed DCF's presumptions regarding the capability of individuals with significant disabilities to live independently outside of nursing homes.
- o **Collaboration between DSUs and CILs**

In Connecticut, in order to facilitate planning, cooperation and coordination between the Title I and Title VII programs, the DSU established a staff position, funded jointly under Title I and Title VII, Part B. Center staff throughout the state have utilized this staff person extensively for case consultation and appropriate planning. During 1995, 38 requests for case consultation and assistance in planning were made by the VR staff, an increase of 22 over the previous year.

#### CHILDREN AND YOUTH

Partially as a result of our FY 1994 special invitation to report on services to youth in transition (ages 14 - 25), the effectiveness of centers involvement with youth has been demonstrated and become more widely known. A number of centers have taken steps to work with schools and colleges in their service areas. About sixteen thousand youth, ages 6 to 22 were provided IL services in 1995 (up 14 percent over FY 1994). Services especially involve peer counseling and IL skills training.

## OUTREACH

- o In Colorado, IDEA Part H program, serving birth to three years of age, is housed within the CIL. This was a population with which we had little or no activity. The fit was natural and is working well.
- o In Florida, meetings were held with HRS-Foster Parents Association to advise them of the availability of advocacy services for dependent children. Over 100 foster parents attended. The majority of children in foster care are minorities and have an extremely high incidence of learning disability, attention deficit disorder, developmental delay, substance abuse, and HIV+.
- o Because of the underserved population in a minority enclave in a larger service area, New York decided to fund a center specifically addressing the minority outreach and integration needs in the African-American Hispanic targeted communities. Two minority outreach specialists work directly with consumers in their local areas to contact agencies and offer brochures and services in English and Spanish.

## UNSERVED AND UNDERSERVED POPULATIONS

- o **Services for Persons Who are Blind on Reservation.** Mississippi agency for the blind has established a program of blind services on the Choctaw Indian Reservation, and has invited Center staff to participate. In Mississippi, center staff have also identified and established contacts within the Vietnamese and Hispanic communities on the Gulf Coast.
- o **American Indian subcommittee on disability rights.** In South Dakota, the National Congress of American Indians has adopted a resolution to form a subcommittee on disability rights for members of tribal nations.
- o **Foreign deaf.** The Florida CILCF has an Hispanic deaf woman on staff who teaches a twice weekly class for foreign deaf in which cultural issues such as language barriers are addressed through different activities. The foreign deaf consumers are from diverse backgrounds including Hispanic, Asian, Eastern European, etc. The program uses activities such as cooking to initiate discussion between deaf persons using their new sign language.
- o **Advocacy on Housing.** CORD was a key member of an ad hoc coalition that educated legislators and housing authorities on the importance of preserving units for



people with disabilities in elderly-disabled developments in Massachusetts. The coalition successfully advocated for a 35 percent increase in units preserved for elderly persons with disabilities, representing nearly a thousand units. In addition, approximately 800 rental vouchers for community-based integrated housing for people with disabilities were secured, as was \$100,000 funding for establishment of a housing registry that will provide listings of accessible units.

## COMMUNITY SERVICES

Among the many community services and outreach programs provided by the centers were newsletters, and a regularly scheduled radio talk show centered on the concerns and questions of persons with disabilities. State-wide forums, conferences and expositions on such subjects as ADA issues, assistive devices, and adaptive sports and recreation provided information and insight to both disabled and non-disabled persons.

## INDIVIDUAL SERVICES

### Transportation

- o The Kansas Center provides rides for more than 100 people with disabilities per month. The center averaged 1,119 rides per month for a total of 13,432 rides--an increase of 1,903 rides. Over 65 percent of the rides in FY '94 were to transport people to jobs, for educational purposes, or job training. One-way rides for both years was about the same; however, the number of rides in FY 1995 for employment purposes increased nearly ten percent.
- o Independent living service organizations within and outside the federal network of centers in New York reached over 107,000 people with Education and Awareness services and provided direct IL services to over 84,000 individuals. The 75 percent increase in service delivery over the past year is anticipated to reach further heights in subsequent years.

### Employment

- o EmployABIL Program. In Arizona, about 150 qualified job candidates have been placed directly into community-based, integrated, competitive jobs through the center's placement program. The center established relationships with all the major temporary employment services. The center expanded its outreach during this year into

private sector employers to market the placement program. ABIL also works with school districts and with Pilot Parent Partnerships, the parent training center funded under IDEA, to transition youth with disabilities directly into community-based jobs through EmployABIL.

- o **Employment mentoring program.** In Colorado, an employment mentoring program resulting from the collaboration among Center, Inc.; Grand Junction high School, Mesa State College; Unified Technology Education Center, and local industries. A consumer is matched with an employee in an occupation in which the consumer is interested.

### **Assistive Technology**

- o **Adaptive Equipment Loan program.** Alpha One joined with the Finance Authority of Maine and the Board of Directors of the Maine Adaptive Equipment Loan Program to mark the eighth anniversary of the Loan Program, a \$5,000,000 program enacted by referendum in 1988. The center acted as co-manager of the program, marketing the program and providing consumer and business services.
- o **Attendant Management Group.** Virginia AIC facilitated a monthly attendant management group. Participants are trained to enable them to more efficiently supervise their own personal assistants.

### **RESOURCE DEVELOPMENT**

Section 725(a)(7) of the act requires that each center conduct resource development activities to obtain funding from sources other than Title VII. In FY 1995, 61 percent of the total funding for centers came from sources other than the federal government. Examples of how centers develop resources:

- o In Minnesota, 99+ percent of revenue is from sources other than Title VII. (\$2M+ of the center's \$2.5M budget is Personal Assistant Service (PAS) funds that are passed through to the consumer to pay an assistant). Revenue generated from administering the PAS program is used to fund innovative programs such as the brain injury program, outreach satellites, and permits expansion of core services and advocacy.
- o In North Dakota, the center offers several fee for service programs--writing of Plans to Achieve Self Sufficiency (PASS), providing representation for those required by Social Security to have an agency handle their finances, and qualified service provider for those who need a professional to verify their qualifications in order to receive reimbursement for their services.

- o The Ohio Center initiated legislation in Akron to increase handicap parking fines from \$15 to \$100 fine. The center presented statistics on numbers of persons having parking placards and a list of center complaints on violations. The city council passed the ordinance unanimously and ruled that the center is to receive 25% of the fees to be used for advocacy activities. This activity was publicized heavily by local news media to alert the general public to the seriousness of this offense.

### Strong State Support for Independent Living

- o **State Appropriation for IL.** The North Dakota SILC and the DSU were successful in their bid to receive state funding for IL. The funds will to support a new center and provide outreach in underserved portions of the state.
- o **State COLA.** For the first time in the history of New Jersey's state-funded CILS, there was a 2.8 percent cost of living increase to match that of the part C centers. This decision was jointly agreed upon by the SILC, the DSUs, and the Association of Independent Living Centers.
- o **Response to Legislature.** The New Mexico SILC went to the Capitol whenever independent living legislation was being heard. Members at one particularly snowy cold, Sunday hearing, received a written commendation from the Speaker of the House for dedication above and beyond the call of duty. The New Mexico state Legislature approved a \$350,000 increase in state funding for IL services, an expansion over the unprecedented previous year appropriation of \$260,000.

### TRAINING

Centers are involved in diverse training activities. The following are examples:

- o **Inservice workshop.** The New Mexico Center gave an inservice workshop on disability awareness and the center's peer counseling program to the Depressive & Manic-Depressive Association of Albuquerque Support Group.
- o **Staff Peer Counselor Training.** During FY 1995, the Illinois Center initiated a procedure that all new staff members must participate in the peer counseling training program.

- o **Disability Awareness.** The Illinois Center also received a grant to educate various city department staff on disability awareness. This resulted in training police, fire, 911, hospitals, large public arenas, and park and recreation staff.
- o **Emergency Preparedness.** In response to concern about hurricanes, the Louisiana Center organized a two part training by the Red Cross for consumers, including an information sheet listing what assistance a consumer would need to evacuate in an emergency, and what emergency supplies were needed if a consumer should choose not to evacuate.

#### MONITORING - ON-SITE COMPLIANCE REVIEWS

In FY 1994, RSA initiated a new system of monitoring and on-site reviews implementing the changes in the Rehabilitation Act Amendments of 1992 and 1993. This system is now used in all States.

The core of the system is the §704 Annual Performance Report, which incorporates the self-evaluation requirements in Section 725(c)(8)(A) of the act, the demographics in Section 725(c)(8)(B) through (E), and the comparisons of activities in Section 725(c)(8)(F). In addition, the report is used to obtain the survey of training and technical needs of SILCs and centers required by Section 721(b)(3) of the act. Finally, by incorporating a requirement that a center submit its workplan, required by Section 725(c)(4), and the requested budget for the next fiscal year, RSA obtains all information needed to determine whether a center is qualified for continued funding, thus eliminating the need for a separate continuation application.

The §704 Reports must be submitted by the end of the first quarter following the close of the fiscal year. RSA reviews the self-evaluation (Subpart II-A of the Report) to determine a center's compliance with the standards, as required by Section 722(g)(1) of the act. In the narrative comparison of activities, a center is asked to compare its accomplishments to the goals, objectives, and resulting activities identified in the work plan for the year; how the activities relate to the compliance indicators; and how these results compared to the year immediately preceding the reporting year. The narrative provides outcome performance measures on specific community determined objectives.

Subpart II-C of the report is a center's work plan for the next fiscal year, and its survey of the training and technical assistance needed to adequately carry out the workplan. Following these subparts are the budget and demographics mentioned earlier.

Instead of requiring a new round of paperwork and reporting, an on-site compliance review, conducted in accordance with Section 706(c) or 723(h) of the act, is based on reviewing a center's documentation proving its assurances and data in the §704 report.

Where corrective action is needed, either as a result of a center's self-evaluation or where problems surface through an on-site compliance review, the corrective action plan is filed as either an amendment to the current year's work plan, or if the corrective action timetable will carry over into the next fiscal year, an amendment to next year's work plan. In either case, monitoring of the corrective action plan may also be done through the §704 Report. When a center is placed in "high risk" status, more frequent reports may be required.

#### CENTERS AND STATES REVIEWED IN FY 1995

RSA conducted twenty-six on-site center and three state reviews.

##### Region I

PARI ILC  
Pawtucket, RI

Oakland/Macomb CIL  
Troy, MI

BCIL  
Boston, MA

Lakeshore CIL  
Holland, MI

MetroWest CIL  
Framingham, MA

Services for IL  
Cleveland, OH

##### Region II

Resource CIL  
Utica, NY

##### Region VI

Crockett Resource Center  
Crockett, TX

Rochester CIL  
Rochester, NY

OK IL Resource Center  
McAlester, OK

##### Region IV

Birmingham ILC  
Birmingham, AL

SW LA ILC  
Lake Charles, LA

Space Coast CIL  
Cocoa Beach, FL

DARE  
El Paso, TX

##### Region V

##### Region VII

Independence Inc.  
Lawrence, KS

Access Living  
Chicago, IL

Whole Person  
Kansas City, MO  
Davenport, IA

Region V

Region VIII

Illinois/Iowa ILC

Lake County CIL  
Mundeline, IL

Active Re-Entry  
Price, UT

Blue Water CIL  
Port Huron, MI

OPTIONS  
Logan, UT

Choices for IL  
Greeley, CO

Denver CIL  
Denver, CO

Sangre De Cristo CIL  
Pueblo, CO

Region X

CORD  
Spokane, WA

**§723 State Reviews: Massachusetts, New York, Kansas**

Among the centers visited by federal on-site review teams, few significant problems surfaced. A few centers were required to file corrective actions plans, primarily resulting from center management and staffing problems. Several states reported a need for training in center administration resulting from their on-site reviews. A problem common to many centers in FY 1995 was developing data collection systems and correcting consumer record-keeping practices to comply with the new regulations.

One center, not the subject of an on-site review, had serious grants management problems. The center was closed and through a joint effort of the DSU, the SILC and the RSA regional office, an existing center was designated to take over the grant and establish a satellite center until a self-functioning center can be reestablished. One state-funded center was terminated by the DSU after seven months of technical assistance failed to improve management deficiencies. One center continued on high risk status resulting from deficiencies discovered in a FY 1994 on-site review.

For a more detailed report of activities under Title VII, Chapter I, interested parties should request a copy of RSA Information Memorandum (IM)-96-23, the Section 704 Performance Report.

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# **Sections 751-753**

## **Chapter 2 of Title VII**

### **Independent Living Services For Older Individuals Who Are Blind**



## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### Sections 751-753

Independent Living Services For Older Individuals Who Are Blind,  
Chapter 2 of Title VII  
Federal Funds \$8,952,000

### MISSION AND PURPOSE

Section 752 of the Act, as amended, authorizes discretionary grants to State VR agencies for projects that provide independent living services for persons who have severe visual impairments and who are aged 55 and older. Each designated State unit that is authorized to provide rehabilitation services to blind individuals may either directly provide independent living services or it may make subgrants to other public agencies or private non-profit organizations to provide these services.

The Rehabilitation Act Amendments of 1992 added two new requirements for grantees under this program. Title VII, Chapter 2, Section 752(f)(1) and (2) requires non-Federal contributions toward such costs of the program in an amount that is not less than \$1 for each \$9 of Federal funds provided in the grant. These non-Federal contributions may be in cash or in kind. Additionally, Section 752(i) requires that an application will contain such agreements, assurances, and information as the Commissioner determines to be necessary to carry out this section. The new amendments were fully implemented in Fiscal Year 1994.

### ACTIVITIES AND ACCOMPLISHMENTS

Activities during FY 1995 were performed by 45 grantees in the first year of a five year grant cycle. During FY 1995, 7 new grants were competitively awarded with activities beginning in FY 1996. In FY 1995, 22,103 individuals received one or more IL core services through funded projects. Sixty-four percent of the clients served were age 76 or older and many had a secondary disability in addition to visual impairment. Only seven percent of all program staff were classified as administrative, and as many as 50% or 285 FTEs were volunteers who were recruited and trained to help project staff provide services. Among all staff including volunteers, 50% have some type of disability and 22% are of minority status.

Services frequently provided by this program include orientation and mobility skills training, communication skills training, communication aids, daily living skills training, low

vision services, peer and family counseling, and community integration.

Funded projects provide a wide variety of service options and have a number of different focuses. Examples of activities conducted under these grants follow:

#### EXAMPLES OF PROJECT ACTIVITIES

- o One program, entitled Senior Community Independent Living Services (SCILS) utilizes the services of two community based agencies which are contracted to provide specified services to older individuals who are visually impaired in their local communities. A major priority of the project is to continue to provide the necessary outreach and comprehensive independent living services to high risk groups and to those individuals who traditionally have been underserved or unserved. There are presently four community agencies providing Independent Living Services to elderly persons in 14 or 21 counties. Although all began with Title VII, Chapter 2 funds, two are now funded by other Federal funds and two by the state appropriations.
- o Staff of one project disseminated over 1,000 Independent Living brochures, conducted 76 speaking engagements, and contacted over 300 agencies. Efforts to increase community awareness were supplemented by members of the Independent Living Advisory Committee who made\or arranged for presentations on blindness and services available to older individuals who are blind.
- o Some State projects have established liaisons with area aging agencies in order to integrate older individuals who are blind into existing community programs and services such as transportation, home-delivered meals, housing, and senior center activities.
- o Staff of projects have assisted in setting up peer-support groups which are important in the development of an individual's self-esteem and adjustment to blindness. Some projects assist with transportation to meetings and provide leadership training to group leaders.
- o States sometimes provide subgrants to local agencies and organizations which serve senior citizens to improve their service capacity to include blind persons, and purchase items such as large print calendars and large numbered clocks. Such subgrants helped to recognize and reward local agencies and organizations which demonstrated initiative in meeting the needs of senior citizens with visual impairments.

- o One of the States which subgrants to private agencies provides counseling and teaching services to Native American Indians in their homes. Through this project, a variety of aids and appliances for cooking and performing other household chores are demonstrated and made available to clients. One elderly blind woman received training that will enable her to continue rug weaving, quilting, and other hand work.
- o Some projects address the needs of older individuals who are blind by providing specialized equipment on loan for those individuals to try out and use in their homes. Such adaptive equipment includes magnifiers for reading, telle-braille, blood glucose meters, brailers, etc. In some instances magnifiers for reading and large print Readers Digest magazines were placed in senior citizen centers.

#### CLIENT PROFILES

- o A Vietnam veteran who is totally blind as a result of glaucoma found new meaning in his life thanks to independent living services provided by the Rehabilitation Teacher. These services included enhancing his handwriting skills; training in use of the vox-com; household daily living skills ranging from use of a toaster, a microwave, tactile labeling, kitchen safety and kitchen organization skills, meal preparation techniques, clothing identification techniques. Training was also provided in household arts including telling time and money identification. He is benefitting from use of volunteer services from a private agency who meets with him at least twice a month and assists him in shopping and reading his mail.
- o Mrs. W., 67, a resident of an inner city was diagnosed with diabetic retinopathy and because of increasing complications related to her diabetes, she began receiving dialysis 3 times per week. Her vision deterioration and diabetic neuropathy had caused her to become depressed and left her with feelings of hopelessness. She lacks family support, has few friends and felt lonely and isolated. She was referred to the project through a neighbor. She expressed difficulty managing tasks related to her diabetes, such as filling syringes. She was referred to a community based agency where an eye health nurse instructed her in activities of daily living. She was also matched with a volunteer who provides her with companionship, does shopping and reads to her. She also began to attend a peer group. She stated that she is feeling less hopeless and physically better because she has someone to talk and walk with.

She stated she feels she would not have been able to remain in her own home without this program.

- o Mr. B is an 77 year old, black male, a widower, and lives alone. His support is fragile at best. Losing his vision and his wife in the same year made independence seem unattainable. Fortunately, Mr. B had some involvement with Veteran's Administration and was referred to the State program. Since that time he has become an active consumer and advocate in the program. As a client he received a variety of services that included Orientation and Mobility training, homebased skills training, provision of aids and appliances, and was an employee in the Older Workers Program at a private Association for the Blind and is an energetic participant in a peer support group. Mr. B Helps to organize many of the programs and outings sponsored by the his peer group. He has been instrumental in contacting city and state officials regarding issues affecting the older population.

In July 1995, Mr. B traveled to Vatican City. Upon his arrival at Vatican City, he was chosen by Pope John Paul II for a private audience. Since he is a member of the Catholic Church, this trip was indeed an honor, and as an older blind person, the sense of accomplishing travel outside his home country to a foreign land was a personal victory. When Mr. B arrived home, he brought pictures and told about his trip at the next peer group meeting. In speaking to the group, he kept impressing upon them, that without his involvement in the Independent Living program, he would never have had the confidence to make this trip. Mr. B also thanked his peers and the project instructors for "encouraging him not only in everyday tasks, but allowing him to look further than his own backyard."

- o Services were provided to a 72-year-old woman who was legally blind as a result of macular degeneration. She lived alone and expressed frustration over her inability to read print and the resultant inability to manage her bank accounts, maintain her correspondence, and manage her kitchen. She also felt that she could not safely walk across streets or utilize public transportation. She felt isolated and alone. These feelings were compounded by the fact that she used to enjoy a variety of crafts but felt forced to drop these activities as her vision decreased. All of these fears and frustrations added up to an overriding sense of anxiety and concern over her ability to remain in her home. This sense of anxiety grew as her vision continued to decrease.

The rehabilitation teacher met with this lady in her home. Together they identified her needs and decided upon services to be provided. She received training in blindness techniques, was provided with appropriate low vision aids, and received peer counseling. As a result, she is now able to independently prepare her meals and feels very confident in the kitchen again. She is able to manage her checking account and continues to maintain her correspondence. She routinely uses her long, white cane and does not hesitate to utilize public transportation. Boredom is no longer a complaint. She is again involved in her craft activities and even joined a craft club. Additionally, she enjoys Talking Book services and a local radio reading program. To sum it all up, she not only feels secure in her ability to maintain her own home, she again feels connected to her community.

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# T i t l e    V I I I

# **Section 802 (a) and (g)**

## **Demonstration Activities**

## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### SPECIAL DEMONSTRATIONS AND TRAINING PROJECTS

##### Section 802(a) and (g)

Demonstration Activities

Federal Funds \$ 14,942,000

#### MISSION AND PURPOSE

The purpose of the program is to provide financial assistance to States and other public and private agencies and organizations for implementing specific demonstration projects, as provided in Title VIII of the 1992 amendments to the Rehabilitation Act, to provide and improve vocational rehabilitation services to individuals with disabilities. This is accomplished through the support of projects, for up to 36-60 months, that will demonstrate new procedures, services and desirable employment outcomes. It is expected that successful project results will be replicated, in whole or in part, to resolve or alleviate rehabilitation problems that are nationally significant.

Under Section 802(a), 14 Transportation Services Grants received continuation awards in FY 1995, using funds authorized for Title III Service and Demonstration projects: Special demonstrations programs. These projects provide transportation services in geographic areas that do not have fixed-route transportation or comparable paratransit services for individuals who are employed or seeking employment, or who are receiving vocational rehabilitation services. Transportation grants were provided to agencies in Charlottesville, Virginia; Pablo, Montana; Fort Worth, Texas; Port Tobacco, Maryland; Holland, Michigan; Dublin, Georgia; Lisbon, Ohio; Trenton, New Jersey; Annapolis, Maryland; Galveston, Texas; Washington, Pennsylvania; South Portland, Maine; Denver, Colorado; and, Jackson, Michigan.

Under Section 802(g), 7 Demonstration Projects to Increase Client Choice received continuation awards in FY 1995. The projects provide greater opportunities for individuals with disabilities to exercise choice in terms of their vocational goals, the services they wish to receive, and the providers of those services. Emphasis is on empowerment and self-determination for consumers of the grants. In addition, as mandated in the Act, a national evaluation of the projects and their results will be conducted to determine if the choice concept will improve the quality of the rehabilitation process and experience for individuals with disabilities and enhance the potential for desirable employment outcomes for these individuals.

No new awards were made under this Title in FY 1995.



## Accomplishments and Outcomes from the 7 Demonstration Projects to Increase Client Choice:

The Choice projects are currently being evaluated by a national contractor. Some of the most significant promising practices that have emerged so far are:

- o Enhanced access to program services including expedited eligibility, outreach, and group orientations;
- o High energy and structured motivational and practical problem solving empowerment training including training seminars, employability workshops, and facilitated peer groups;
- o Different roles for counselors, other professionals, families, and friends including rehabilitation teams, "consumer connectors", mentors, and employment advisors;
- o New planning processes including self-employment plans with peer lending, person-centered planning, case management, and detailed manuals to help the participant achieve choice;
- o Innovative payment systems including participant purchase systems, use of imprest cash, open provider systems, and personal accounts; and,
- o Formal review of counselor job performance by participants.

## ARKANSAS REHABILITATION SERVICES

The Commitment to Client Choice (CCC) project, Arkansas Rehabilitation Services (ARS), serves ARS's Fourth Region. This rural area was chosen for its high proportion of African-American with disabilities, high rates of poverty and unemployment, and a history of underserving people with disabilities. The CCC model starts with the basic VR model, adding "consumer connectors" who assist with transportation, forms completion, program planning, and job development/placement. Connectors, who are hired and fired by project participants, are required during intake and planning, but are optional later in the process. The project uses a voucher system based on participant choice of services and vendors, not restricted to ARS approved providers.

For the period October 1993 to December 1996, the Arkansas Client Choice project served a total of 154 participants, of whom six were listed as successfully rehabilitated. The project reports that 50 percent of the participants served in the first two years of the project were from culturally-diverse backgrounds.

## VERMONT DIVISION OF VOCATIONAL REHABILITATION

The Consumer Choice Demonstration (CCD), Vermont Division of Vocational Rehabilitation (DVR), provides services in the district offices of the state's VR program. When an opening is available in the Choice project, a participant contacting DVR for services is offered the option of either the demonstration program or the traditional Section 110 program. A random assignment process is used to determine whether the applicant is offered Choice or the Section 110 program. This process is based on the capacity to serve new participants in the Choice program, and the number of new applicants in a given period of time. Emphasis throughout the process is on empowerment of counselors and their participants, and on streamlining the process leading to employment outcomes. DVR views the demonstration project as a vehicle for system change; CCD features, such as expanded self-employment, have been recommended for implementation statewide in the Section 110 Program.

As of February 1, 1997, Washington PEP had placed 121 of 276 participants in competitive employment or self-employment. On that date, 91 of the 121 placed participants were working at an average weekly wage of \$285.

## WASHINGTON STATE DIVISION OF VOCATIONAL REHABILITATION

The Participant Empowerment Project (PEP), is an autonomous unit of the Washington State Division of Vocational Rehabilitation (DVR). Its geographic service area is King County, the most densely populated county in the State. Eligible participants may attend informational classes taught by both community resources and project staff. Participants must choose a rehabilitation "team," a group of two or more people which may include friends, family members, advocates, and, optionally, a PEP counselor. With help from the team, participants formulate a written vocational rehabilitation plan which may include self-employment or traditional employment goals. Consumers have the option of obtaining some services such as job development from project staff. Purchase orders are used for goods and services from outside vendors.

As of February 1, 1997, Washington PEP had placed 121 of 276 participants in competitive employment or self-employment. On that date, 91 of the 121 placed participants were working at an average weekly wage of \$285. The project does not formally close out participants. These participants are free to, and often do, maintain contact with project staff. They are also free to close their case.

## BERKELEY CENTER FOR INDEPENDENT LIVING

The Choice Enhancement and Empowerment Project (CEEP), Center for Independent Living in Berkeley, California (BCIL), targets

persons with severe disabilities, particularly those from ethnic minority groups, residing in Alameda and San Francisco Counties. Participants learn about CEEP from friends, contacts, in social agencies, community organizations, or the California Department of Rehabilitation. After attending an orientation session with other applicants, an individual meets with a counselor to complete the application process and begin working on the design of a written rehabilitation program, and, if appropriate, a business plan. Counselors encourage participants to shop around, find the best combination of product and service features available to them, and negotiate the price. The project has no pre-established list of vendors and participants use a project voucher or request a check depending on which method of payment is accepted by the vendor. For the period October 1993 to December 1996, BCIL served 360 individuals with disabilities. Of these, 120 are listed as closed cases. Of these, 41 are listed as successful closures - either employed or empowered.

#### **SOUTHWEST BUSINESS INDUSTRY AND REHABILITATION ASSOCIATION (SWBIRA)**

The Client Choice Project, Southwest Business Industry and Rehabilitation Association (SWBIRA), serves working-aged people with disabilities residing in Greater Phoenix or Maricopa County. The Client Choice Project is based on a case management model developed earlier by SWBIRA in Project NetWork, a demonstration project for the Social Security Administration. After a mandatory orientation session, each participant attends a five-day "Job Search Skills Workshop" conducted by the National Institute for the Disenfranchised (NID), a spin-off of SWBIRA. The sessions are used to (1) provide information about the Choice project; (2) explore the meaning of participant empowerment through choice; and (3) complete a social-vocational history used to assess client employability.

After this five-day workshop, an individual is provided a case manager who arranges a meeting of the participant, family, or friend; and the selected placement specialist, selected by the participant from a list of approved vendors, to develop a written vocational plan. Each participant receives vouchers for blocks of ten hours of job placement specialist services. The case manager relies on participant feedback to monitor the placement specialist's performance. From April 1994 to December 1996, SWBIRA enrolled 673 out of 963 completed intakes. Of those enrollees, 469 (70 percent) individuals received assessment. Of the 469 people who completed an assessment, 318 completed a written vocational plan. Of these, 218 (69 percent) were placed. More than 80 percent of those placed were closed successful after 60 days employment.

## THE DEVELOPMENT TEAM, INC. (TDTI)

Career Choice, The Development Team, Inc. (TDTI), has sites in Northern Virginia/Washington, D.C., The San Francisco Bay Area, and Jacksonville, Florida. Career Choice focuses on self-management of career choices and selection of employment goals and objectives, drawing on proven job-seeking techniques to identify and pursue appropriate jobs. Participants were not required to be unemployed at time of enrollment. Career Choice is a peer group training program (one 3-hour session each week for 12 weeks, plus completion of at-home assignments). Groups consist of people with similar disabilities. Each group has a leader and co-facilitator, at least one of whom has a disability similar to the disability of the group members. In addition, invited guests may give presentations and lead discussions. For the period February 1994 to December 1996, TDTI served 139 in 15 groups. Groups had been completed for people with chronic conditions, physical disabilities, deafness, deaf/hard-of-hearing, learning disabilities, and HIV+.

## UNITED CEREBRAL PALSY ASSOCIATIONS

The Choice Access Project, United Cerebral Palsy Associations (UCPA), has service sites in Southfield, Michigan, Harahan (Greater New Orleans, Louisiana, and Pittsburgh, Pennsylvania. The project targets persons with limitations in communication, manipulation and mobility. Given this definition of eligibility, and the referral networks in the host organizations, the project tends to serve individuals with cerebral palsy, although eligibility is not limited to cerebral palsy. Each project participant is allocated a fixed budget, "Your Money." Services begin with a detailed planning process, Personal Futures Planning, involving family members, friends, teachers, service providers, and the Choice site coordinator. The coordinator then helps the participant hire an "employment advisor" to work with the participant to support "informed choice." The participant follows the UCPA-supported employment service model. A payment schedule for milestone accomplishments is suggested to the participant, who negotiates and enters into contracts with service providers for services. Vendors receive payment directly from the Washington, D.C., UCPA office. Each participant hires and fires his/her employment advisors and providers. Project success depends heavily on the skills and participant responsiveness of service providers. By design, each of the three project site plans to serve about 15 participants per year. For the first three years (1993 - 1996), the combined number of participants served in all three sites was 144.

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## Section 803

# Rehabilitation Training

## REHABILITATION SERVICES ADMINISTRATION

### Office of Developmental Programs

#### Section 803

Rehabilitation Training

Federal Funds \$1,903,812

#### Distance Learning through Telecommunications

Grants in Distance Learning through Telecommunications are authorized under Section 803(a) of the Rehabilitation Act of 1973, as amended, to support awards to eligible institutions of higher education, to support the formation of regional partnerships with other public or private entities for the purpose of developing and implementing in-service training programs, including certificate or degree granting programs concerning vocational rehabilitation services and related services, for vocational rehabilitation professionals through the use of telecommunications. In FY 1995, three were continued for the second of three years of funding for a total of \$861,000. The new projects are located at:

- o Utah State University
- o San Diego State University
- o University of Northern Colorado

At Utah State University, the Distance Learning through Telecommunications project is developing a distance education program in Federal Region VIII to provide in-service and pre-service training to rehabilitation personnel throughout the region, but with emphasis on rural areas of the states involved. It uses telecommunications and computer technology to accomplish this goal, providing the opportunity for persons outside the normal academic environments to earn a master's degree from a core-accredited program through a distance education model. Plans include collaborative efforts with the Region VIII regional rehabilitation continuing education project in Greeley, Colorado, and the rural rehabilitation research and training center in Missoula, Montana, in order to maximize the use of the training funds within the region.

A consortium has been developed among all recipients of grant funds under this authorization so as to minimize duplication of effort and maximize use of funds invested. A plan has also been included to develop a multi-university consortium whereby students enrolled in the distance education program could register for credit at any of the three universities in the region offering the degree in rehabilitation counseling. The project has developed a series of training modules to be used in conjunction with satellite broadcast, audio, teleconferencing, computer networks and programs, and other technologies to maximize the use of the funds invested.



They will rely heavily on the use of existing technologies to accomplish the goals of the project so that there is minimal expenditure of funds for hardware.

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### Braille Training

Grants in Braille Training are authorized under Section 803(b) of the Rehabilitation Act of 1973, as amended, to support awards to States and public or nonprofit agencies and organizations, including institutions of higher education, to pay all or part of the cost of training in the use of Braille for personnel providing vocational rehabilitation services or educational services to youth and adults who are blind. In FY 1995, two continuation awards were made for a total of \$398,812. The new projects are located at:

- o American Foundation for the Blind, New York, NY
- o Research and Development Institute, Sycamore, IL

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### Parent Information and Training

Grants in Parent Information and Training are authorized under Section 803(c) of the Rehabilitation Act of 1973, as amended, to support awards to eligible private nonprofit organizations for the purpose of establishing programs to provide training and information to enable individuals with disabilities, and the parents, family members, guardians, advocates, or other authorized representatives of the individuals to participate more effectively with professionals in meeting the vocational and rehabilitation needs of individuals with disabilities. In FY 1995, six continuing projects were funded for year two of three year projects for a total of \$644,000. The projects are located at:

- o Oregon Cope Project, inc., Salem, OR
- o Advocacy Center for the Elderly and Disabled, New Orleans, LA
- o Family Resource Center on Disability, Chicago, IL
- o Utah Parent Center, Salt Lake, City
- o PACER Center, Inc., Minneapolis, MN
- o Washington PAVE, Tacoma, WA

At the Family Resource Center on Disabilities in Chicago, Illinois, training and information program is designed to utilize the successful decades of training experience of four parent centers in the midwest: the Family Resource Center on Disabilities, in Illinois; the Indiana Resource Center for Families with Special Needs, in Indiana; Citizens Alliance to uphold Special Education, in Michigan; and the Parent Education Project, in Wisconsin. The project is training an annual minimum of 120 persons with

disabilities, parents, family members and advocates, from 23 organizations, to become trainers for their members and members of their communities. The ultimate goal is to train a total of 1,200 individuals from the four midwestern states during each project year. The program is also seeking to implement an intensive outreach program designed to reach minority and rural populations, provide consultation and technical assistance to participants during the training program, and after the training period is over, provide monitoring and evaluation of trainer and training activities for quality assurance. Training involves information/referral/linkages, rights and services guaranteed under the Rehabilitation Act and Amendments, transition to post-secondary vocational and rehabilitation training and employment, advocacy, communication, policymaking and problem-solving skills.

In FY 1994, a technical assistance project for the Parent Information and Training program was awarded to PACER Center, Inc., Minneapolis, MN, for two years at a total of \$75,000 per year. This project was continued in FY 1995.

Contact Person: Beverly Brightly, 202-205-9561



# APPENDICES

# A

## Glossary of Terms

## GLOSSARY OF TERMS

1. Caseload Statuses: Progress and decision points in the Vocational Rehabilitation (VR) process are referred to as statuses and are represented as even-numbered two-digit codes. The statuses may be used to track where individuals are in the VR process and what has happened to them. They are as follows:
  - a. Status 02 - Applicant: As soon as an individual signs a document requesting vocational rehabilitation (VR) services, he or she is placed in Status 02 and is designated as an applicant. While in Status 02, sufficient information is developed to make a determination of eligibility (Status 10) or ineligibility (Status 08) for VR services, or a decision is made to place the individual in extended evaluation (Status 06) prior to making this determination.
  - b. Status 06 - Extended evaluation: An applicant is placed in this status when a counselor has certified him or her for extended evaluation allowing certain services to be provided to help in determining rehabilitation potential. Individuals placed in this status may be moved to either Status 10 (accepted for VR) or Status 08 (not accepted for VR) at any time within the 18-month period allowed to complete the eligibility determination.
  - c. Status 08 - Closed from applicant or extended evaluation statuses: This status is used to identify all persons not accepted for VR services, whether closed from the applicant status (02) or extended evaluation (06).
  - d. Status 10 - Individualized Written Rehabilitation Program (IWRP) development: An individual who has been certified as meeting the basic eligibility requirements is accepted for VR, designated as an active case, and placed in Status 10. While in this status, the case study and diagnosis are completed to provide a basis for the formulation of the IWRP. The individual remains in this status until the rehabilitation program is written and approved.
  - e. Status 12 - Individualized Written Rehabilitation Program (IWRP) completed: After the IWRP has been written and approved, the client is placed in Status 12 until services have been actually initiated.
  - f. Status 14 - Counseling and guidance only: This status is used for those individuals having an approved program that outlines counseling, guidance and placement as the only services required to prepare the client for employment.

- g. Status 16 - Physical or mental restoration: Clients receiving any physical or mental restoration services (e.g. surgery, psychiatric treatment or being fitted with an artificial appliance) are placed in this status until services are completed or terminated.
  - h. Status 18 - Training: This status is used to identify persons who are actually receiving academic, business, vocational, or personal and vocational adjustment training from any source.
  - i. Status 20 - Ready for employment: A case is placed in this status when the client has completed preparation for employment and is ready to accept a job but has not yet been placed or has been placed in, but has not yet begun employment.
  - j. Status 22 - In employment: When an individual has been prepared for, been placed in, and begun employment, his or her case is placed in Status 22. The client must be observed in this status for a minimum of 60 days before the case can be closed as rehabilitated (Status 26).
  - k. Status 24 - Service interrupted: A case is placed in this status if services are interrupted while the client is in Status 14, 16, 18, 20 or 22.
  - l. Status 26 - Rehabilitated: Active cases closed as rehabilitated must as a minimum (1) have been declared eligible for services, (2) have received appropriate diagnostic and related services, (3) have had a program for VR services formulated, (4) have completed the program, (5) have been provided counseling, and (6) have been determined to be suitably employed for a minimum of 60 days.
  - m. Status 28 - Closed other reasons after IWRP initiated: Cases closed into this category from Statuses 14 through 24 must have met criteria (1), (2) and (3) and at least one of the services provided for by the IWRP must have initiated, but, for some reason, one or more of criteria (4), (5) and (6) above were not met.
  - n. Status 30 - Closed other reasons before IWRP initiated: Closures from the active caseload placed in Status 30 are those cases which, although accepted for VR services, did not progress to the point that rehabilitation services were actually initiated under a rehabilitation plan (closures from Statuses 10 and 12).
2. Acceptance rate: The number of applicants accepted for VR as a percentage of all cases processed for eligibility. (Acceptances as a percentage of the sum of acceptances and non-acceptances.)
  3. Cases served: The unduplicated number of active cases (Statuses 10 to 30) available at some time during the year. It is the sum of new active cases during the year and active cases on hand at the beginning of the year. It is also the sum of the number of cases closed from the active statuses during the year and the number on hand at the end of the year.

4. Persons served: Identical in meaning to "cases served."
5. Rehabilitation rate: The number of rehabilitations as a percentage of all cases closed from the active caseload. (Rehabilitations as a percentage of the sum of rehabilitations and non-rehabilitations.)

A-3

# B

## Financial Tables

FY 1995  
FEDERAL FUNDS  
CLIENT ASSISTANCE PROGRAM

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)
U.S. TOTAL	\$9,824,000	\$9,824,000	\$0
AL	\$132,177	\$132,177	\$0
AK	\$102,800	\$102,800	\$0
AZ	\$124,256	\$124,256	\$0
AR	\$102,800	\$102,800	\$0
CA	\$985,300	\$985,300	\$0
CO	\$112,575	\$112,575	\$0
CT	\$103,452	\$103,452	\$0
DE	\$102,800	\$102,800	\$0
DC	\$102,800	\$102,800	\$0
FL	\$431,832	\$431,832	\$0
GA	\$218,362	\$218,362	\$0
HI	\$102,800	\$102,800	\$0
ID	\$102,800	\$102,800	\$0
IL	\$369,263	\$369,263	\$0
IN	\$180,353	\$180,353	\$0
IA	\$102,800	\$102,800	\$0
KS	\$102,800	\$102,800	\$0
KY	\$119,614	\$119,614	\$0
LA	\$135,588	\$135,588	\$0
ME	\$102,800	\$102,800	\$0
MD	\$156,740	\$156,740	\$0
MA	\$189,794	\$189,794	\$0
MI	\$299,211	\$299,211	\$0
MN	\$142,598	\$142,598	\$0
MS	\$102,800	\$102,800	\$0
MO	\$165,232	\$165,232	\$0
MT	\$102,800	\$102,800	\$0
NE	\$102,800	\$102,800	\$0
NV	\$102,800	\$102,800	\$0
NH	\$102,800	\$102,800	\$0
NJ	\$248,733	\$248,733	\$0
NM	\$102,800	\$102,800	\$0
NY	\$574,461	\$574,461	\$0
NC	\$219,247	\$219,247	\$0
ND	\$102,800	\$102,800	\$0

B-1

Client Assistance Program - Continued

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)
OH	\$350,132	\$350,132	\$0
OK	\$102,800	\$102,800	\$0
OR	\$102,800	\$102,800	\$0
PA	\$380,343	\$380,343	\$0
RI	\$102,800	\$102,800	\$0
SC	\$115,006	\$115,006	\$0
SD	\$102,800	\$102,800	\$0
TN	\$160,971	\$160,971	\$0
TX	\$569,220	\$569,220	\$0
UT	\$102,800	\$102,800	\$0
VT	\$102,800	\$102,800	\$0
VA	\$204,914	\$204,914	\$0
WA	\$165,895	\$165,895	\$0
WV	\$102,800	\$102,800	\$0
WI	\$159,045	\$159,045	\$0
WY	\$102,800	\$102,800	\$0
AS	\$46,260	\$46,260	\$0
GU	\$46,260	\$46,260	\$0
MP	\$46,260	\$46,260	\$0
PW	\$46,260	\$46,260	\$0
PR	\$111,186	\$111,186	\$0
VI	\$46,260	\$46,260	\$0

1/ The initial grant is based on the population for 1993, as published by the U. S. Department of Commerce, Bureau of the Census, December 29, 1993 issue.

2/ Reallocation funds are distributed to States and Territories based on population and the States' and Territories' requests for additional funds.



FY 1995  
FEDERAL FUNDS AND REQUIRED STATE MATCH  
INDEPENDENT LIVING; PART B PROGRAM

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)	REQUIRED STATE MATCH 3/
U.S. TOTAL	\$21,640,410	\$21,640,410	\$0	\$2,404,490
AL	\$291,746	\$291,746	\$0	\$32,416
AK	\$291,746	\$291,746	\$0	\$32,416
AZ	\$291,746	\$291,746	\$0	\$32,416
AR	\$291,746	\$291,746	\$0	\$32,416
CA	\$1,949,937	\$1,949,937	\$0	\$216,660
CO	\$291,746	\$291,746	\$0	\$32,416
CT	\$291,746	\$291,746	\$0	\$32,416
DE	\$291,746	\$291,746	\$0	\$32,416
DC	\$291,746	\$291,746	\$0	\$32,416
FL	\$854,607	\$854,607	\$0	\$94,956
GA	\$432,146	\$432,146	\$0	\$48,016
HI	\$291,746	\$291,746	\$0	\$32,416
ID	\$291,746	\$291,746	\$0	\$32,416
IL	\$730,780	\$730,780	\$0	\$81,198
IN	\$356,924	\$356,924	\$0	\$39,658
IA	\$291,746	\$291,746	\$0	\$32,416
KS	\$291,746	\$291,746	\$0	\$32,416
KY	\$291,746	\$291,746	\$0	\$32,416
LA	\$291,746	\$291,746	\$0	\$32,416
ME	\$291,746	\$291,746	\$0	\$32,416
MD	\$310,193	\$310,193	\$0	\$34,466
MA	\$375,604	\$375,604	\$0	\$41,734
MI	\$592,146	\$592,146	\$0	\$65,794
MN	\$291,746	\$291,746	\$0	\$32,416
MS	\$291,746	\$291,746	\$0	\$32,416
MO	\$326,999	\$326,999	\$0	\$36,333
MT	\$291,746	\$291,746	\$0	\$32,416
NE	\$291,746	\$291,746	\$0	\$32,416
NV	\$291,746	\$291,746	\$0	\$32,416
NH	\$291,746	\$291,746	\$0	\$32,416
NJ	\$492,247	\$492,247	\$0	\$54,694
NM	\$291,746	\$291,746	\$0	\$32,416
NY	\$1,136,873	\$1,136,873	\$0	\$126,319
NC	\$433,895	\$433,895	\$0	\$ 48,211
ND	\$291,746	\$291,746	\$0	\$ 32,416

B-3

Independent Living, Part B Program - Continued

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)	REQUIRED STATE MATCH 3/
OH	\$692,920	\$692,920	\$0	\$76,991
OK	\$291,746	\$291,746	\$0	\$32,416
OR	\$291,746	\$291,746	\$0	\$32,416
PA	\$752,709	\$752,709	\$0	\$83,634
RI	\$291,746	\$291,746	\$0	\$32,416
SC	\$291,746	\$291,746	\$0	\$32,416
SD	\$291,746	\$291,746	\$0	\$32,416
TN	\$318,564	\$318,564	\$0	\$35,396
TX	\$1,126,502	\$1,126,502	\$0	\$125,167
UT	\$291,746	\$291,746	\$0	\$32,416
VT	\$291,746	\$291,746	\$0	\$32,416
VA	\$405,530	\$405,530	\$0	\$45,059
WA	\$328,310	\$328,310	\$0	\$36,479
WV	\$291,746	\$291,746	\$0	\$32,416
WI	\$314,753	\$314,753	\$0	\$34,973
WY	\$291,746	\$291,746	\$0	\$32,416
AS	\$27,051	\$27,051	\$0	\$3,006
GU	\$27,051	\$27,051	\$0	\$3,006
MP	\$0 *	\$0	\$0	\$0
TT	\$0 *	\$0	\$0	\$0
PR	\$291,746	\$291,746	\$0	\$32,416
VI	\$27,051	\$27,051	\$0	\$3,006

1/ The initial grant is based on the population for year 1993, as published by the U. S. Department of Commerce, Bureau of the Census, December 29, 1993 issue.

2/ Reallocation funds are distributed to States and Territories based on population and the States' and Territories' requests for additional funds.

3/ P.L. 98-213 and P.L. 98-454 grants American Samoa, Guam, and the Virgin Islands a waiver of \$200,000 in State matching funds.

\*This agency did not participate in the Independent Living, Part B Program in fiscal year 1995, therefore, it is excluded from this distribution.

FY 1995  
FEDERAL FUNDS  
PROTECTION AND ADVOCACY  
OF INDIVIDUAL RIGHTS PROGRAM

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)
U.S. TOTAL	\$7,321,000	\$7,321,000	\$0
AL	\$102,800	\$102,800	\$0
AK	\$102,800	\$102,800	\$0
AZ	\$102,800	\$102,800	\$0
AR	\$102,800	\$102,800	\$0
CA	\$605,578	\$605,578	\$0
CO	\$102,800	\$102,800	\$0
CT	\$102,800	\$102,800	\$0
DE	\$102,800	\$102,800	\$0
DC	\$102,800	\$102,800	\$0
FL	\$265,410	\$265,410	\$0
GA	\$134,209	\$134,209	\$0
HI	\$102,800	\$102,800	\$0
ID	\$102,800	\$102,800	\$0
IL	\$226,953	\$226,953	\$0
IN	\$110,848	\$110,848	\$0
IA	\$102,800	\$102,800	\$0
KS	\$102,800	\$102,800	\$0
KY	\$102,800	\$102,800	\$0
LA	\$102,800	\$102,800	\$0
ME	\$102,800	\$102,800	\$0
MD	\$102,800	\$102,800	\$0
MA	\$116,650	\$116,650	\$0
MI	\$183,899	\$183,899	\$0
MN	\$102,800	\$102,800	\$0
MS	\$102,800	\$102,800	\$0
MO	\$102,800	\$102,800	\$0
MT	\$102,800	\$102,800	\$0
NE	\$102,800	\$102,800	\$0
NV	\$102,800	\$102,800	\$0
NH	\$102,800	\$102,800	\$0
NJ	\$152,874	\$152,874	\$0
NM	\$102,800	\$102,800	\$0
NY	\$353,071	\$353,071	\$0
NC	\$134,753	\$134,753	\$0
ND	\$102,800	\$102,800	\$0

B-5

Protection and Advocacy of Individual Rights  
Program - Continued

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)
OH	\$215,196	\$215,196	\$0
OK	\$102,800	\$102,800	\$0
OR	\$102,800	\$102,800	\$0
PA	\$233,764	\$233,764	\$0
RI	\$102,800	\$102,800	\$0
SC	\$102,800	\$102,800	\$0
SD	\$102,800	\$102,800	\$0
TN	\$102,800	\$102,800	\$0
TX	\$349,851	\$349,851	\$0
UT	\$102,800	\$102,800	\$0
VT	\$102,800	\$102,800	\$0
VA	\$125,944	\$125,944	\$0
WA	\$102,800	\$102,800	\$0
WV	\$102,800	\$102,800	\$0
WI	\$102,800	\$102,800	\$0
WY	\$102,800	\$102,800	\$0
AS	\$51,400	\$51,400	\$0
GU	\$51,400	\$51,400	\$0
MP	\$51,400	\$51,400	\$0
PW	\$0 *	\$0	\$0
PR	\$102,800	\$102,800	\$0
VI	\$51,400	\$51,400	\$0

1/ The initial grant is based on the population for 1993, as published by the U. S. Department of Commerce, Bureau of the Census, December 29, 1993 issue.

2/ Reallocation funds are distributed to States and Territories based on population and the States' and Territories' requests for additional funds.

\*Palau was excluded from participating in this program since it did not have an established State protection and advocacy program under part C of the Developmental Disabilities Assistance and Bill of Rights Act.

FY 1995  
FEDERAL FUNDS  
SUPPORTED EMPLOYMENT PROGRAM

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)
U.S. TOTAL	\$36,170,640	\$36,170,640	\$0
AL	\$527,587	\$527,587	\$0
AK	\$300,000	\$300,000	\$0
AZ	\$495,961	\$495,961	\$0
AR	\$305,440	\$305,440	\$0
CA	\$3,932,783	\$3,932,783	\$0
CO	\$449,338	\$449,338	\$0
CT	\$412,923	\$412,923	\$0
DE	\$300,000	\$300,000	\$0
DC	\$300,000	\$300,000	\$0
FL	\$1,723,641	\$1,723,641	\$0
GA	\$871,585	\$871,585	\$0
HI	\$300,000	\$300,000	\$0
ID	\$300,000	\$300,000	\$0
IL	\$1,473,896	\$1,473,896	\$0
IN	\$719,874	\$719,874	\$0
IA	\$354,582	\$354,582	\$0
KS	\$318,922	\$318,922	\$0
KY	\$477,438	\$477,438	\$0
LA	\$541,197	\$541,197	\$0
ME	\$300,000	\$300,000	\$0
MD	\$625,621	\$625,621	\$0
MA	\$757,550	\$757,550	\$0
MI	\$1,194,287	\$1,194,287	\$0
MN	\$569,171	\$569,171	\$0
MS	\$333,035	\$333,035	\$0
MO	\$659,517	\$659,517	\$0
MT	\$300,000	\$300,000	\$0
NE	\$300,000	\$300,000	\$0
NV	\$300,000	\$300,000	\$0
NH	\$300,000	\$300,000	\$0
NJ	\$992,804	\$992,804	\$0
NM	\$300,000	\$300,000	\$0
NY	\$2,292,937	\$2,292,937	\$0
NC	\$875,114	\$875,114	\$0
ND	\$300,000	\$300,000	\$0

B-7

Supported Employment Program - Continued

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (B)	DIFFERENCE (B-A)
OH	\$1,397,536	\$1,397,536	\$0
OK	\$407,126	\$407,126	\$0
OR	\$382,051	\$382,051	\$0
PA	\$1,518,124	\$1,518,124	\$0
RI	\$300,000	\$300,000	\$0
SC	\$459,041	\$459,041	\$0
SD	\$300,000	\$300,000	\$0
TN	\$642,506	\$642,506	\$0
TX	\$2,272,020	\$2,272,020	\$0
UT	\$300,000	\$300,000	\$0
VT	\$300,000	\$300,000	\$0
VA	\$817,907	\$817,907	\$0
WA	\$662,163	\$662,163	\$0
WV	\$300,000	\$300,000	\$0
WI	\$634,819	\$634,819	\$0
WY	\$300,000	\$300,000	\$0
AS	\$45,670	\$45,670	\$0
GU	\$45,670	\$45,670	\$0
MP	\$45,670	\$45,670	\$0
PW	\$45,670	\$45,670	\$0
PR	\$443,794	\$443,794	\$0
VI	\$45,670	\$45,670	\$0

1/ The initial grant is based on the population for 1993, as published by the U. S. Department of Commerce, Bureau of the Census, December 29, 1993 issue.

2/ Reallocation funds are distributed to States and Territories based on population and the States' and Territories' requests for additional funds.

FY 1995  
FEDERAL FUNDS AND STATE REQUIREMENTS  
BASIC SUPPORT PROGRAM (SECTION 110)

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (C)	DIFFERENCE	REQUIRED STATE MATCH 3/ (B-A)
U.S. TOTAL	\$2,043,874,275	\$2,043,874,275	\$0	\$553,170,485
AL	\$43,938,487	\$44,611,228	\$672,741	\$12,073,940
AK	\$6,812,914	\$6,864,548	\$51,634	\$1,857,876
AZ	\$31,190,296	\$31,190,296	\$0	\$8,441,591
AR	\$26,345,212	\$26,765,814	\$420,602	\$7,244,114
CA	\$186,475,191	\$189,425,253	\$2,950,062	\$51,267,566
CO	\$24,704,697	\$24,704,697	\$0	\$6,686,277
CT	\$15,676,615	\$15,841,932	\$165,317	\$4,287,587
DE	\$6,812,914	\$6,874,266	\$61,352	\$1,860,506
DC	\$10,543,699	\$10,691,346	\$147,647	\$2,893,591
FL	\$95,508,400	\$97,106,239	\$1,597,839	\$26,281,609
GA	\$58,189,619	\$59,112,117	\$922,498	\$15,998,576
HI	\$7,121,138	\$7,230,387	\$109,249	\$1,956,890
ID	\$10,095,652	\$10,270,980	\$175,328	\$2,779,820
IL	\$75,836,605	\$76,937,736	\$1,101,131	\$20,823,044
IN	\$50,083,797	\$42,083,797	(\$8,000,000)	\$11,389,895
IA	\$24,211,138	\$21,951,759	(\$2,259,379)	\$5,941,200
KS	\$20,021,759	\$20,208,989	\$187,230	\$5,469,522
KY	\$38,943,179	\$39,539,900	\$596,721	\$10,701,395
LA	\$45,644,437	\$45,644,437	\$0	\$12,353,576
ME	\$11,720,802	\$11,788,930	\$68,128	\$3,190,650
MD	\$29,451,399	\$29,341,975	\$390,576	\$8,076,671
MA	\$39,040,219	\$39,485,117	\$444,898	\$10,686,568
MI	\$73,275,223	\$74,294,993	\$1,019,770	\$20,107,791
MN	\$34,482,748	\$34,987,333	\$504,585	\$9,469,252
MS	\$32,335,589	\$32,850,608	\$515,019	\$8,890,951
MO	\$45,124,774	\$45,786,731	\$661,957	\$12,392,087
MT	\$8,100,263	\$7,600,263	(\$500,000)	\$2,056,996
NE	\$13,379,139	\$13,584,874	\$205,735	\$3,676,719
NV	\$8,056,480	\$8,056,480	\$0	\$2,180,470
NH	\$7,689,943	\$7,788,507	\$98,564	\$2,107,944
NJ	\$39,188,078	\$39,188,078	\$0	\$10,606,175
NM	\$16,150,693	\$16,428,189	\$277,496	\$4,446,256
NY	\$111,924,190	\$113,304,447	\$1,380,257	\$30,665,622
NC	\$63,264,140	\$64,243,432	\$979,292	\$17,387,356
ND	\$6,812,914	\$6,312,914	\$0	\$1,843,902

B-9

Basic Support Program - Continue:

STATE	INITIAL GRANT 1/ (A)	FINAL GRANT 2/ (C)	DIFFERENCE	REQUIRED STATE MATCH 3/ (B-A)
OH	\$94,494,183	\$95,923,340	\$1,429,157	\$25,961,460
OK	\$31,336,398	\$11,814,560	\$478,162	\$8,610,547
OR	\$24,395,571	\$24,801,163	\$405,592	\$6,712,385
PA	\$96,419,503	\$97,765,502	\$1,345,999	\$26,460,038
RI	\$8,047,765	\$6,769,399	(\$1,278,366)	\$1,832,124
SC	\$36,497,194	\$37,086,067	\$588,873	\$10,037,270
SD	\$7,031,125	\$7,139,876	\$108,751	\$1,932,393
TN	\$48,644,548	\$48,644,548	\$0	\$13,165,550
TX	\$145,184,648	\$147,648,395	\$2,463,747	\$39,960,743
UT	\$17,690,266	\$18,010,963	\$320,697	\$4,874,631
VT	\$6,812,914	\$6,887,352	\$74,438	\$1,864,048
VA	\$45,788,508	\$46,087,997	\$299,489	\$12,473,624
WA	\$34,817,025	\$35,374,770	\$557,745	\$9,574,111
WV	\$20,637,716	\$20,516,396	(\$121,320)	\$5,552,722
WI	\$42,689,652	\$42,689,652	\$0	\$11,553,869
WY	\$6,812,914	\$5,710,261	(\$1,102,653)	\$1,545,471
AS	\$629,350	\$629,350	\$0	\$170,332
GU	\$1,937,597	\$1,592,597	(\$345,000)	\$431,033
MP	\$518,347	\$518,347	\$0	\$140,290
PW	\$208,125	\$120,463	(\$87,662)	\$32,603
PR	\$53,595,012	\$43,511,114	(\$10,083,898)	\$11,776,196
VI	\$1,533,571	\$1,533,571	\$0	\$415,058

1/ The initial grant is based on the per capita income for years 1990, 1991, and 1992, as published by the Department of Commerce, Bureau of Economic Analysis, October 7, 1993 issue. Population is based on year 1993, as published by the U. S. Department of Commerce, Bureau of the Census, December 29, 1993 issue.

2/ Reallocation funds are distributed to States and Territories based on per capita income, population and the States' and Territories' requests for additional funds.

3/ P.L. 98-213 and P.L. 98-454 grants American Samoa, Northern Mariana Islands, Guam and the Virgin Islands a waiver of \$200,000 in State matching funds.

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# C

## **Caseload Statistics:**

### **State Vocational Rehabilitation Agencies, Fiscal Year 1995**

## APPENDIX C - KEY VR PROGRAM HIGHLIGHTS

### Listing of Statistical Table

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Figure C Employment Outcomes for Persons with Severe disabled, FY 1991 to FY 1995 .....	C-5
Figure D Employment Outcomes/Closed Before Services Completed, FY 1989 to FY 1995 .....	C-6

# VR Program Activity, FY 1993 to FY 1995

	F i s c a l   Y e a r s			Percent Change 1994-1995
CONSUMER ITEMS	1993	1994	1995	
APPLICATIONS				
Applicants on hand 10/1	280,067	184,711	121,000	-34.5
New Applicants in FY	617,463	609,569	609,085	- 0.1
Applicants on hand 9/30	184,162	119,576	105,346	-11.9
On hand in EE, October 1	18,466	20,046	13,631	-32.0
New in EE this FY	26,075	17,781	14,890	-16.3
Closed before Eligibility Determination	269,351	176,073	142,024	-19.3
ELIGIBILITY				
Eligible Persons On Hand, 10/1	618,258	701,387	775,293	10.5
(# w/severe disabilities)	438,879	511,398	580,761	13.6
% w/severe disabilities	71.0%	72.9%	74.9%	
New Eligible Persons this FY	430,269	492,274	475,021	- 3.5
(# w/severe disabilities)	323,339	370,599	359,416	- 3.0
% w/severe disabilities	75.1%	75.3%	75.7%	
Total Eligible Persons this FY	1,048,527	1,193,661	1,250,314	4.7
(# w/severe disabilities)	762,218	881,997	940,177	6.6
% w/severe disabilities	72.7%	73.9%	75.2%	
OUTCOMES				
Persons w/ Employment Outcomes	193,994	203,035	209,509	3.2
(# w/severe disabilities)	138,290	149,249	159,138	6.6
% w/severe disabilities	71.3%	73.5%	76.0%	
Closed before Services Completed	116,119	129,662	137,432	6.0
(# w/severe disabilities)	85,730	97,266	107,295	10.3
% w/severe disabilities	73.8%	75.0%	78.0%	
Closed before Services Initiated	38,423	83,437	107,882	29.3
(# w/severe disabilities)	26,778	58,715	76,214	29.8
% w/severe disabilities	69.7%	70.4%	70.6%	
Total Records Closed	348,536	416,134	454,823	9.3
(# w/severe disabilities)	250,798	305,230	342,647	30.7
% w/severe disabilities	72.0%	73.3%	75.3%	

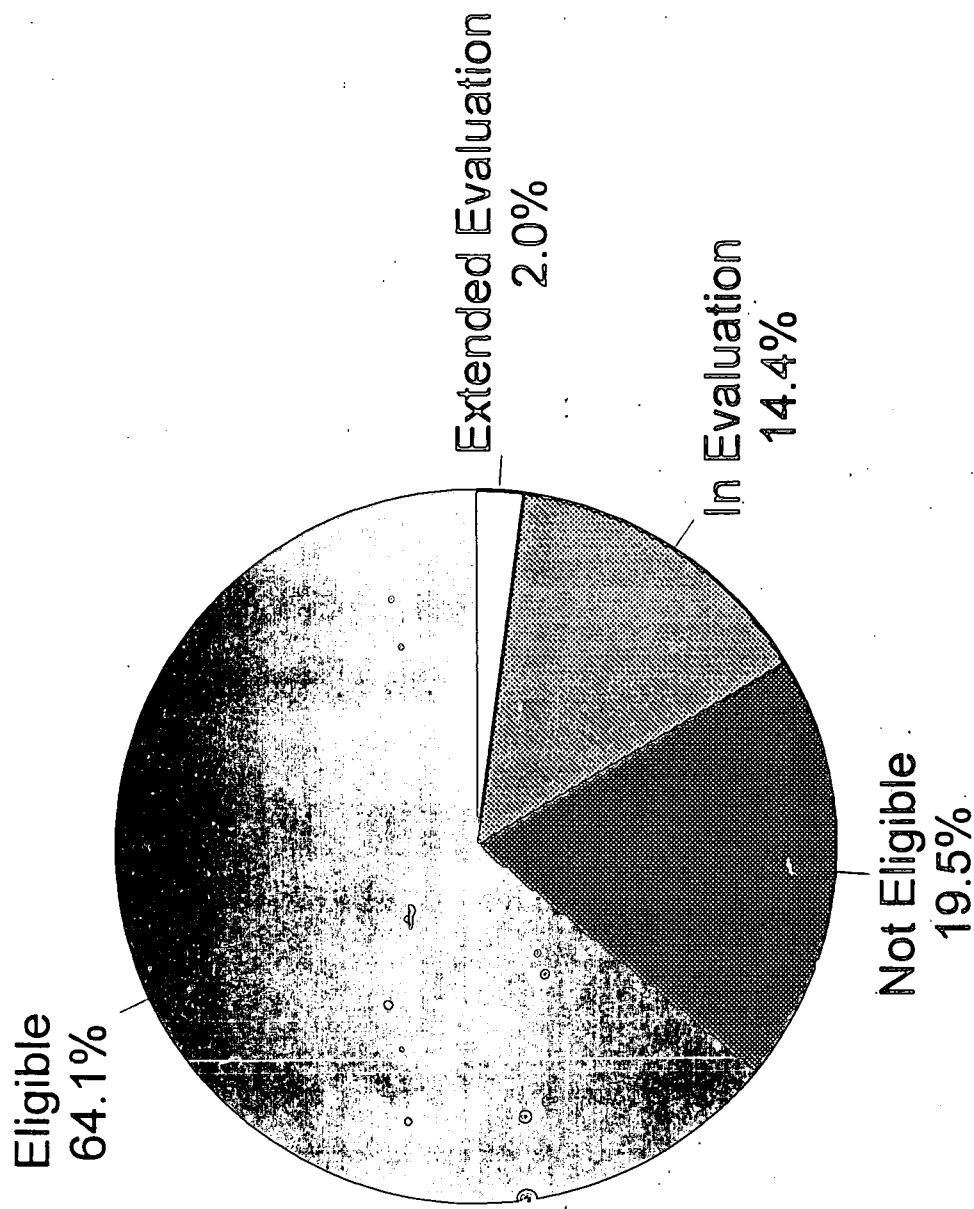
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# VR Program Activity, FY 1993 to FY 1995

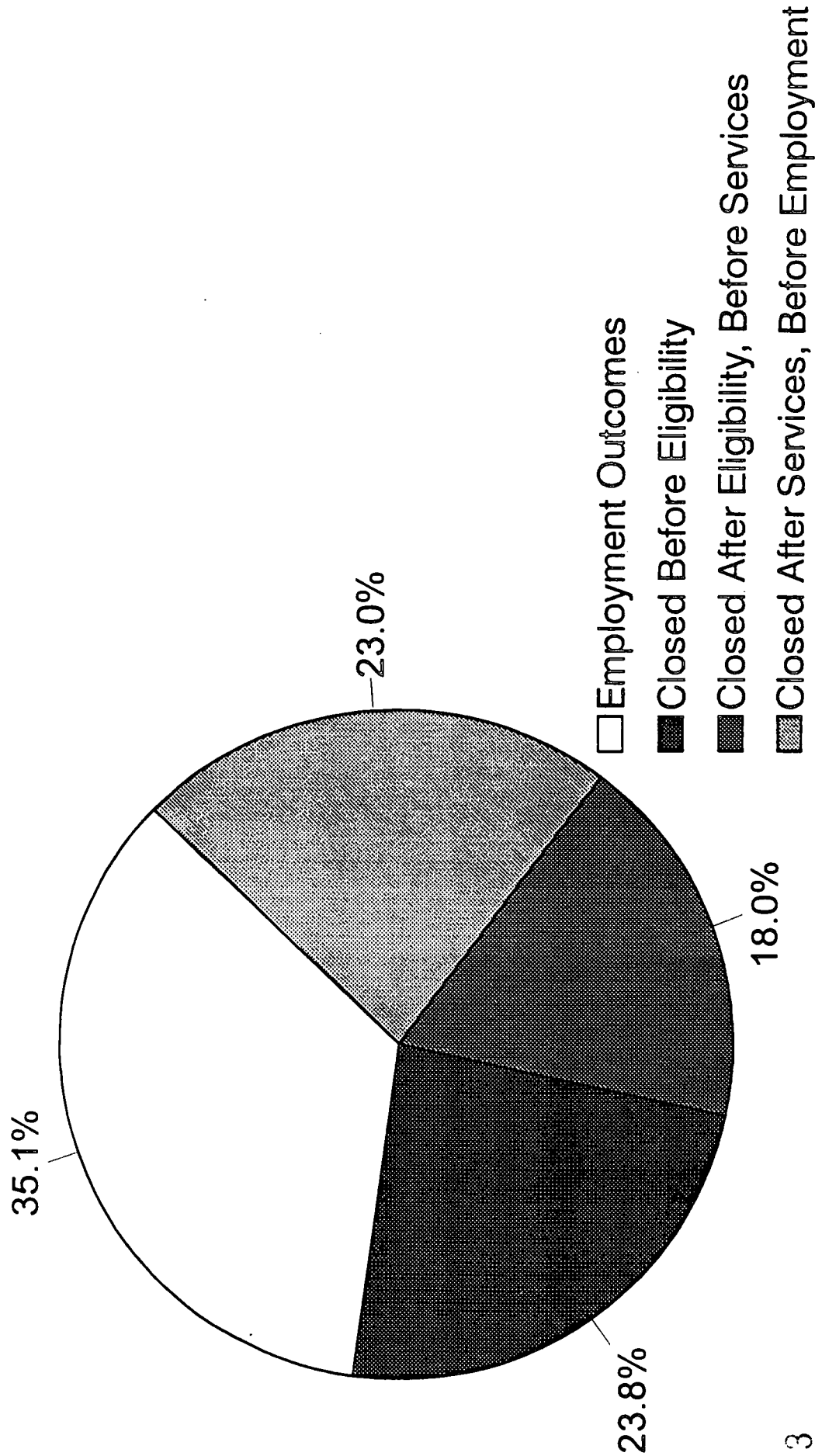
	F i s c a l   Y e a r s		
	1993	1994	1995
<b>Acceptance Rate</b> (% of all applicants determined eligible)	60.4%	72.3%	75.8%
<b>Employment Outcome/Eligibility Rate</b> (employment outcome as % of all eligible persons whose records were closed)	55.7%	48.8%	46.1%
<b>Employment Outcome/Eligibility Rate for Persons w/severe disabilities</b> (employment outcome as % of all eligible persons w/severe disabilities whose records were closed)	55.1%	48.9%	46.4%
<b>Employment Outcomes/ Services Provided Rate</b> (employment outcome as % of all persons who received any service under an IWRP and whose records were closed in the FY)	62.6%	61.0%	60.4%
<b>Employment Outcomes/ Services Provided Rate for Persons w/severe disabilities</b> (employment outcome as % of all persons w/severe disabilities who received any service under an IWRP and whose records were closed in the FY)	61.7%	60.5%	59.7%

# Figure A Applicant Outcomes in FY 1995



730,085 applications for VR services were processed in FY 1995

# Figure B Types of Closures in FY 1995



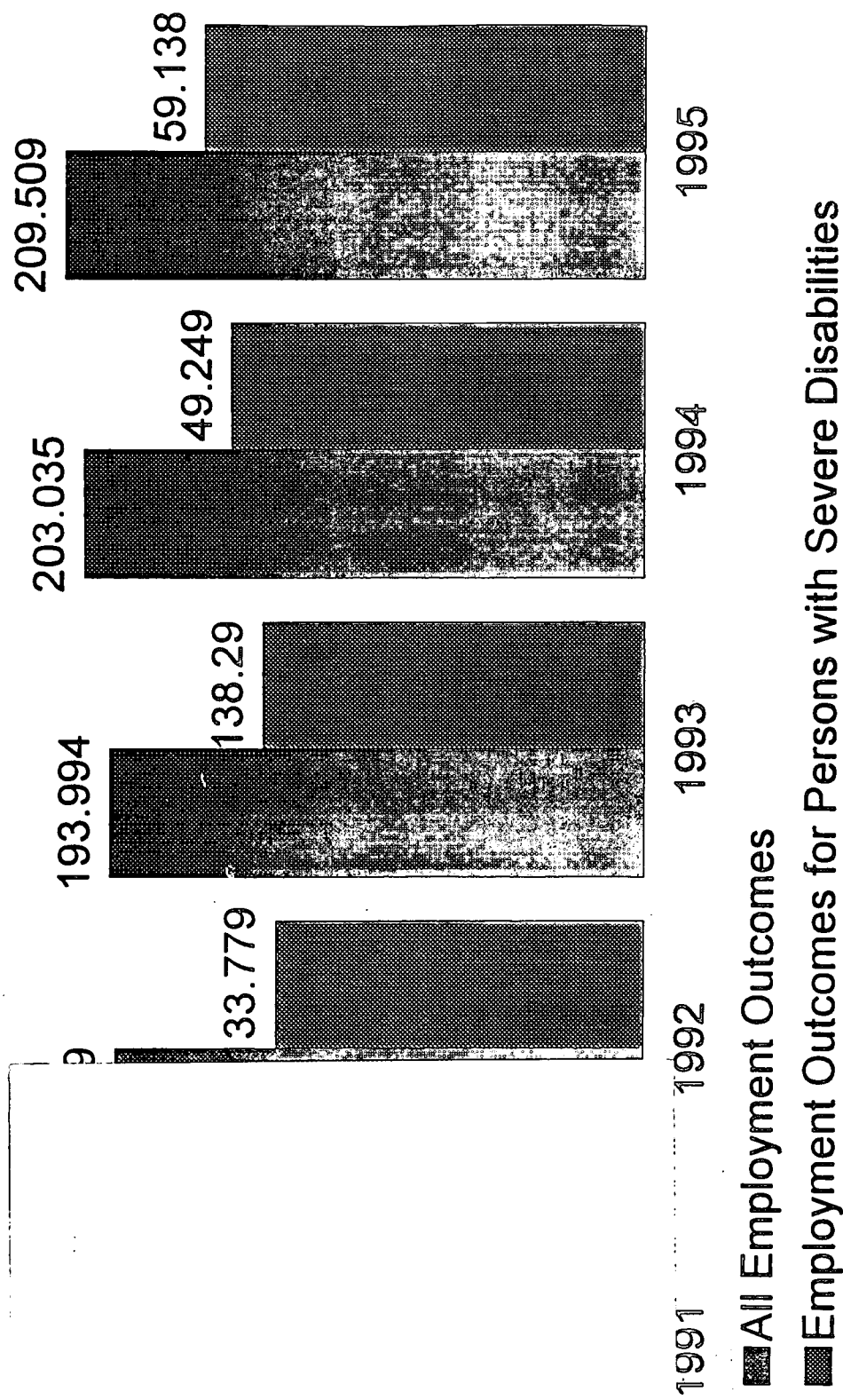
223

596627 persons left the VR system in FY 1995

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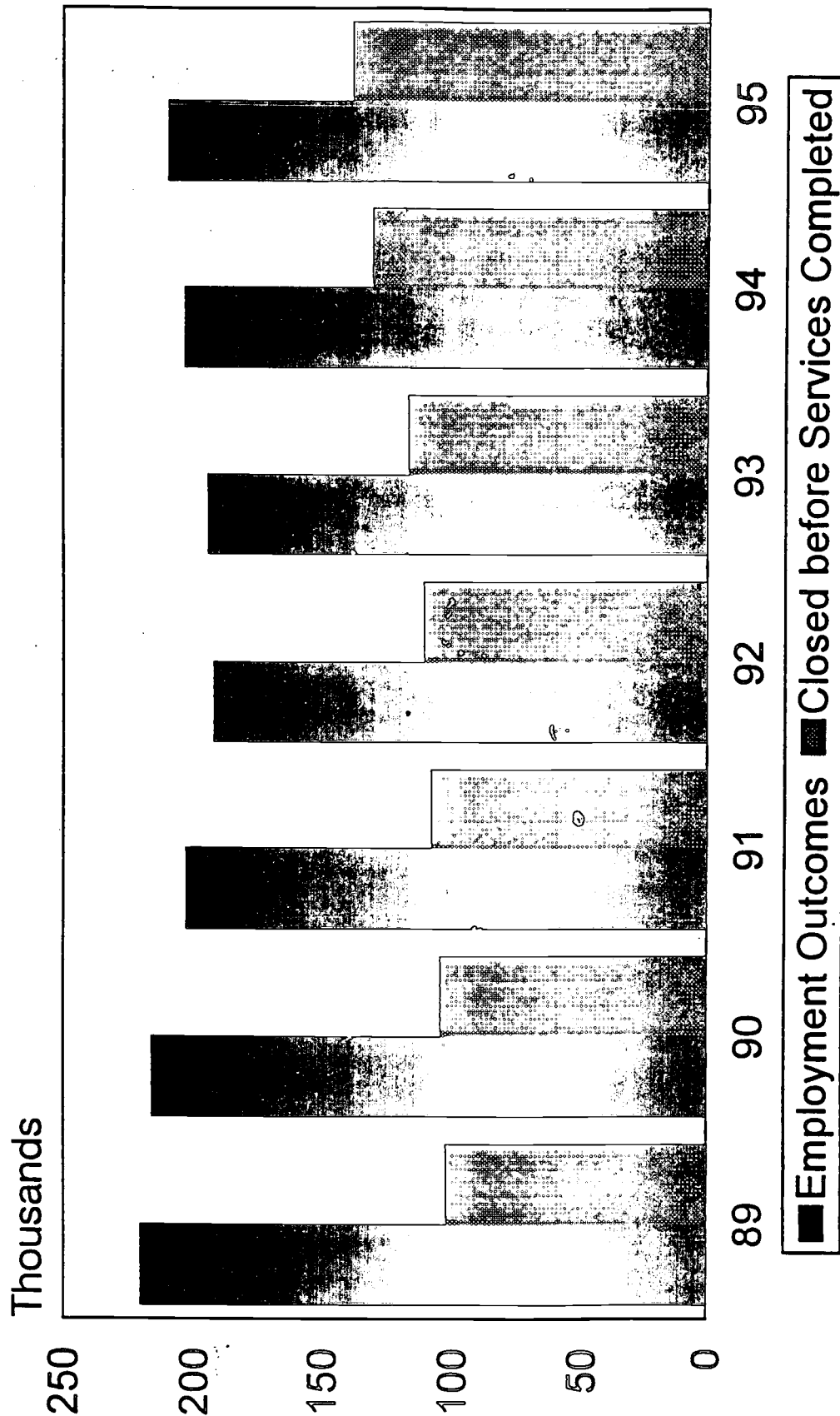
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# Figure C Employment Outcomes for Persons with Severe Disabilities





# Figure D Employment Outcomes/Closed Before Services Completed





## D

# **Characteristics of Persons Who Achieved an Employment Outcome & Reasons for Closure of Persons Not Accepted and Not Employed Fiscal Year 1995**

APPENDIX D - CHARACTERISTICS OF INDIVIDUALS WHO ACHIEVED  
EMPLOYMENT OUTCOMES AND REASONS FOR CLOSURE FISCAL YEAR 1995

Listing of Statistical Tables

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Table 2	Reasons for Closing Case Records of Individuals Who Did Not Achieve Employment Outcomes in Fiscal Year 1995.....	D-15

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Age at application:</b>		
<b>Number reporting</b>	<b>209,570</b>	<b>100.0</b>
Under 18 years	14,917	7.1
18 - 19 years	20,480	9.8
20 - 24 years	24,545	11.7
25 - 34 years	54,511	26.0
35 - 44 years	50,669	24.2
45 - 54 years	26,310	12.6
55 - 64 years	10,832	5.2
65 years and over	7,306	3.5
<b>Mean age</b>	<b>34.5 years</b>	
<b>Median age</b>	<b>33.0 years</b>	
<b>Gender:</b>		
<b>Number reporting</b>	<b>209,595</b>	<b>100.0</b>
Male	116,317	55.5
Female	93,282	44.5
<b>Race:</b>		
<b>Number reporting</b>	<b>209,588</b>	<b>100.0</b>
White	167,386	79.9
Black	37,393	17.8
American Indian/Alaskan Native	1,607	0.8
Asian and Pacific Islander	3,202	1.5
<b>Hispanic origin:</b>		
<b>Number reporting</b>	<b>209,588</b>	<b>100.0</b>
Persons of Hispanic origin	18,035	8.6
Persons not of Hispanic origin	191,553	91.4
<b>Number of grades completed:</b>		
<b>Number reporting</b>	<b>209,547</b>	<b>100.0</b>
No grades completed	1,032	0.5
1 through 7 grades	6,069	2.9

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

Items	Number	Percent
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Number of grades completed (continued):</b>		
8 grades	6,259	3.0
9 through 11 grades	38,924	18.6
12 grades	85,024	40.6
13 grades and over	41,934	20.0
No specific number of grades reported	30,305	14.5
<b>Mean grades completed</b>	<b>11.8 grades</b>	
<b>Marital status:</b>		
<b>Number reporting</b>	<b>209,590</b>	<b>100.0</b>
Married	53,823	25.7
Widowed	7,428	3.5
Divorced	30,378	14.5
Separated	11,171	5.3
Never married	106,790	51.0
<b>Type of institution at application:</b>		
<b>Number reporting</b>	<b>209,599</b>	<b>100.0</b>
Not in institution	193,456	92.3
In institution	16,143	7.7
Mental health facility <sup>1</sup>	1,582	0.8
For persons with mental retardation	557	0.2
Alcoholism treatment center	1,787	0.9
Drug abuse treatment center	2,672	1.3
General hospital	422	0.2
Correctional - adult	1,599	0.8
Halfway house	3,313	1.6
All other institutions	4,211	2.0

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>—</b>
<b>Sources of referral:</b>		
<b>Number reporting</b>	<b>209,597</b>	<b>100.0</b>
<b>Educational institutions</b>	<b>35,396</b>	<b>16.9</b>
Elementary/high school	25,968	12.4
Other educational institutions	9,428	4.5
<b>Hospitals and sanatoriums</b>	<b>10,057</b>	<b>4.8</b>
Mental hospitals	1,566	0.7
General hospitals	4,266	2.0
Other hospitals	4,225	2.0
<b>Health organizations &amp; agencies</b>	<b>28,422</b>	<b>13.6</b>
Rehabilitation facility	11,163	5.3
Community mental health center	10,691	5.1
Other health organizations	6,565	3.2
<b>Welfare agencies</b>	<b>5,255</b>	<b>2.5</b>
Public welfare	5,024	2.4
Private welfare	231	0.1
<b>Other public sources</b>	<b>26,156</b>	<b>12.5</b>
Social Security	2,928	1.4
Workers' Compensation	2,149	1.0
State employment services	3,738	1.8
Correctional institution	4,241	2.0
Public sources, NEC	13,100	5.3
<b>Other private sources</b>	<b>10,737</b>	<b>5.1</b>
Artificial appliance company	1,339	0.6
Private sources, NEC	9,398	4.5
<b>Individuals</b>	<b>93,571</b>	<b>44.6</b>
Self-referred	50,399	24.0
Physician	14,781	7.1
Other individuals	28,391	13.5

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

Items	Number	Percent
Individuals who achieved employment outcomes	209,599	--
Major disabling condition <sup>2</sup> :		
Number reporting	209,592	100.0
Visual impairments	19,254	9.2
Blindness	11,456	5.5
Other visual impairments	7,798	3.7
Hearing impairments	15,187	7.2
Deafness	5,990	2.9
Hard of hearing	9,197	4.3
Orthopedic impairments	43,660	20.8
One or both upper limbs	6,950	3.3
One or both lower limbs	11,093	5.3
Three or more limbs of body	5,998	2.9
One upper and one lower limb	2,259	1.1
Other and ill-defined	17,360	8.3
Absence of extremities	2,544	1.2
One or both lower extremities	1,828	0.9
All other absences	716	0.3
Mental disorders	37,117	17.7
Major mental disorders	27,659	13.2
Other mental disorders	9,458	4.5
Substance abuse	21,718	10.4
Alcoholism	9,416	4.5
Drug abuse	12,302	5.9
Mental retardation	27,997	13.4
Mild	15,857	7.6
Moderate	10,120	4.8
Severe	2,020	1.0

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Major disabling condition (continued):</b>		
Asthma/hay fever	857	0.4
Diabetes mellitus	1,880	0.9
Epilepsy	2,427	1.2
Heart disease	2,720	1.3
Other circulatory conditions	545	0.3
Respiratory system conditions	749	0.4
Digest system conditions	2,656	1.3
Conditions of teeth and supporting structures	998	0.5
Hernia	648	0.3
Ulcer	48	**
Other digestive system conditions	962	0.5
End-stage renal failure	475	0.2
Other genitourinary conditions	1,534	0.7
Speech impairments	627	0.3
Skin conditions	367	0.2
Learning disabilities	16,966	8.1
All other conditions	10,312	4.9

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>—</b>
<b>Primary cause of selected major disabling conditions:</b>		
<b>Orthopedic impairments</b>	<b>43,660</b>	<b>100.0</b>
Cerebral palsy	2,271	5.2
Other congenital conditions	2,629	6.0
Arthritis and rheumatism	3,136	7.2
Stroke	1,119	2.6
Poliomyelitis	778	1.8
Muscular dystrophy	482	1.1
Multiple sclerosis	1,044	2.4
Parkinson's disease	47	0.1
All other diseases	3,291	7.5
Spinal cord injuries	5,865	13.4
All other accidents	22,993	52.7
<b>Absence of extremities</b>	<b>2,544</b>	<b>100.0</b>
Malignant neoplasms	169	6.6
All other diseases	480	18.9
Congenital conditions	238	9.4
Accidents and injuries	1,656	65.1



**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

Items	Number	Percent
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Secondary disabling conditions<sup>3</sup>:</b>		
Number reporting	209,570	100.0
Secondary disabling condition	86,496	41.3
No secondary disabling condition	123,074	58.7
<b>Severely disabled status:</b>		
Number reporting	193,124	100.0
Severely disabled	158,559	82.1
Not severely disabled	34,148	17.7
<b>Traumatic brain injury:</b>		
Number reporting	154,135	100.0
With TBI	4,224	2.7
Not TBI	149,911	97.3
<b>Projects-with-Industry:</b>		
Number reporting	209,599	100.0
Participant in PWI	2,607	1.2
Non-participant in PWI	206,992	98.8

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Veteran status:</b>		
Number reporting	207,864	100.0
Veteran	23,670	11.4
Non-veteran	184,194	88.6
<b>Previous closure status<sup>4</sup>:</b>		
Number reporting	209,487	100.0
No previous closure	190,407	90.9
Previous closure	19,080	9.1
Rehabilitated	12,422	5.9
Not rehabilitated	6,658	3.2
<b>Public Assistance (PA) status<sup>5</sup>:</b>		
Number reporting	209,589	100.0
On PA during VR	53,093	25.3
Not on PA during VR	156,496	74.7
<b>Social Security Disability Insurance (SSDI) status:</b>		
Number reporting	209,589	100.0
On SSDI during VR	26,313	12.6
Not on SSDI during VR	183,276	87.4
<b>Supplemental Security Income (SSI-disabled) status:</b>		
Number reporting	209,589	100.0
On SSI during VR	33,141	15.8
Not on SSI during VR	176,448	84.2

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

Items	Number	Percent
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Months in VR from application to closure:</b>		
<b>Number reporting</b>	<b>209,580</b>	<b>100.0</b>
Less than 4 months	5,001	2.4
4 - 6 months	23,028	11.0
7 - 9 months	26,570	12.7
10 - 12 months	23,833	11.4
13 - 18 months	36,726	17.5
19 - 24 months	24,509	11.7
25 - 36 months	29,318	14.0
37 or more months	40,595	19.4
<b>Mean months</b>	<b>23.7 months</b>	
<b>Cost of purchased services<sup>6</sup>:</b>		
<b>Number reporting</b>	<b>209,599</b>	<b>100.0</b>
Individuals served without cost	15,285	7.3
Individuals served with cost	194,314	92.7
\$1 - \$99	9,759	4.7
\$100 - \$499	29,295	14.0
\$500 - \$999	26,972	12.9
\$1000 - \$1999	36,624	17.5
\$2000 - \$2999	22,916	10.9
\$3000 - \$3999	16,940	8.1
\$4000 - \$4999	11,899	5.7
\$5000 and over	39,909	19.0
<b>Mean cost</b>	<b>\$3,312</b>	

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Type of service provided or arranged for by agency<sup>7</sup>:</b>		
<b>Number reporting</b>	<b>209,599</b>	<b>100.0</b>
Diagnosis and evaluation	189,440	90.4
Restoration (physical or mental)	78,986	37.7
College/university training	342,077	16.3
Business/vocational school training <sup>8</sup>	34,502	16.5
On-the-job training	16,382	7.8
Personal and vocational adjustment training	52,140	24.9
Miscellaneous training	41,387	19.7
Maintenance	44,962	21.5
Job placement	75,080	35.8
Job referral	88,491	42.2
Transportation	74,046	35.3
Other services to clients	68,765	32.8

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Type of facility or agency furnishing services<sup>9</sup>:</b>		
<b>Number reporting</b>	<b>207,600</b>	<b>100.0</b>
Educational institutions (academic)	43,044	20.7
Business/vocational schools	31,482	15.6
Hospitals/sanatoriums	29,053	14.0
Health organizations and agencies	35,701	17.2
Community rehabilitation programs	71,257	34.3
Welfare agencies	15,757	7.6
Private organizations and agencies, NEC	64,851	31.2
Individuals (private)	86,690	41.8
<b>Employment status at application:</b>		
<b>Number reporting</b>	<b>209,596</b>	<b>100.0</b>
Competitive employment	39,452	18.8
Extended employment	4,614	2.2
Self-employment	1,610	0.8
Business Enterprise Program <sup>10</sup>	38	**
Homemakers	7,253	3.5
Unpaid family workers	329	0.2
Not working	156,122	74.5
Students	28,362	13.5
Trainees	1,901	0.9
Others	125,859	60.0

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

Items	Number	Percent
Individuals who achieved employment outcomes	209,599	--
Employment status at closure:		
Number reporting	209,536	100.0
Competitive employment	178,927	85.4
Extended employment	8,463	4.0
Self-employment	5,460	2.6
Business Enterprise Program <sup>10</sup>	269	0.1
Homemakers	15,837	7.6
Unpaid family workers	580	0.3
Weekly earnings at application:		
Number reporting	209,597	100.0
No earnings	163,952	78.2
\$1 - \$99	14,142	6.7
\$100 - \$199	13,874	6.6
\$200 and over	17,629	8.4
Mean earnings	\$41.46	
Weekly earnings at closure:		
Number reporting	209,595	100.0
No earnings	16,566	7.9
\$1 - \$99	29,508	14.1
\$100 - \$149	25,724	12.3
\$150 - \$199	28,579	13.6
\$200 - \$249	38,082	18.2
\$250 - \$299	21,506	10.3
\$300 - \$399	25,265	12.1
\$400 and over	24,365	11.6
Mean earnings	\$214.82	

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

Items	Number	Percent
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Primary source of support at application:</b>		
Number reporting	209,599	100.0
Personal income	37,280	17.8
Family and friends	86,982	41.5
Private relief agency	941	0.4
Public assistance (Federal)	28,579	13.6
Public assistance (Non-federal)	6,362	3.0
Public institution	3,674	1.8
Workers' Compensation	6,011	2.9
Social Security Disability Insurance	14,922	7.1
Other public sources	10,844	5.2
All other sources	14,004	6.7
<b>Primary source of support at closure:</b>		
Number reporting	209,599	100.0
Personal income	153,461	73.2
Family and friends	19,301	9.2
Private relief agency	147	0.1
Public assistance (Federal)	15,368	7.3
Public assistance (Non-federal)	568	0.3
Public institution	239	0.1
Workers' Compensation	301	0.1
Social Security Disability Insurance	11,318	5.4
Other public sources	4,627	2.2
All other sources	4,269	2.0

**Table 1**  
**Selected Characteristics of Individuals**  
**Who Achieved Employment Outcomes in Fiscal Year 1995**

<b>Items</b>	<b>Number</b>	<b>Percent</b>
<b>Individuals who achieved employment outcomes</b>	<b>209,599</b>	<b>--</b>
<b>Occupation at closure:</b>		
<b>Number reporting</b>	<b>209,278</b>	<b>100.0</b>
<b>Professional, technical and managerial</b>	<b>32,976</b>	<b>15.8</b>
Medicine and health	5,673	2.7
Education	4,443	2.1
Managers and officials, NEC	4,976	2.4
All other professionals	17,884	8.5
<b>Clerical</b>	<b>29,194</b>	<b>13.9</b>
Stenography, typing, filing	11,283	5.4
Computing, account-recording	8,984	4.3
All other clerical	8,927	4.3
<b>Sales<sup>11</sup></b>	<b>12,480</b>	<b>6.0</b>
<b>Services</b>	<b>52,393</b>	<b>25.0</b>
Domestic	2,534	1.2
Food and beverage preparation	18,152	8.7
Building	12,093	5.8
All other services	19,614	9.4
<b>Agricultural</b>	<b>4,581</b>	<b>2.2</b>
<b>Industrial</b>	<b>55,145</b>	<b>26.3</b>
Processing	3,764	1.8
Machine trades	10,811	5.2
Benchwork	9,787	4.7
Structural	13,576	6.5
Miscellaneous	17,207	8.2
<b>Homemakers</b>	<b>15,837</b>	<b>7.6</b>
<b>All other occupations</b>	<b>6,672</b>	<b>3.2</b>



**Table 2**  
**Reasons for Closing Case Records of Individuals**  
**Who Did Not Achieve Employment Outcomes in Fiscal Year 1995**

<b>Reasons for closure</b>	<b>Number</b>	<b>Percent</b>
<b>Case records closed before a determination of eligibility<sup>12</sup>:</b>	<b>151,245</b>	<b>100.0</b>
Unable to locate or contact	24,162	16.0
Disability too severe to benefit from VR services	4,405	2.9
Refused services or further services	45,397	30.0
Death	633	0.4
Individual in institution	1,752	1.2
Transferred to another agency	3,020	2.0
Failure to cooperate	26,888	17.8
No disabling condition	10,364	6.9
No impediment to employment	12,037	8.0
Transportation not feasible or available	357	0.2
All other reasons	22,230	14.7
<b>Case records closed after a determination of eligibility:</b>	<b>245,650</b>	<b>100.0</b>
Unable to locate or contact	63,887	26.0
Disability too severe to benefit from VR services	8,850	3.6
Refused services or further services	76,000	30.9
Death	3,452	1.4
Individual in institution	4,155	1.7
Transferred to another agency	4,105	1.7
Failure to cooperate	46,669	19.0
Transportation not feasible or available	796	0.3
All other reasons	37,736	12.4

## NOTES ON TABLES

- \*\* Less than 0.05 percent
1. Includes mental hospitals, psychiatric inpatient units of general hospitals and community mental health centers.
  2. A physical or mental condition, impairment, or disease most responsible for the individual's work limitation.
  3. A physical or mental condition, impairment, or disease that is the second most important reason for the person's work limitation.
  4. Limited to closure within three years of the most recent date of application.
  5. Public assistance includes Supplemental Security Income by reason of age, disability or blindness; Temporary Assistance to Needy Families; and General Assistance.
  6. This is the cost of services purchased by the rehabilitation agency for an individual. Excluded are the agency's administrative costs and its counselor and other staff salaries.
  7. Encompasses the receipt of services by clients regardless of the source of funding. Figures are not additive because some persons receive more than one type of service. Percentage shown for a service is based on the total number reporting, which varies by service.
  8. This is non-collegiate postsecondary education.
  9. Figures and percentages are not additive because individuals may receive services from more than one agency or facility.
  10. Managed by State VR agencies.
  11. Includes vending stand personnel under the Randolph-Sheppard Act.
  12. Comprised of records closed before a determination of eligibility even if the individual received an extended evaluation.

# E

## **Post-employment Services and Annual Reviews of Ineligibility Determinations and Extended Employment**

**Fiscal Years 1985-1995**

## APPENDIX E

### POST-EMPLOYMENT SERVICES AND ANNUAL REVIEWS OF INELIGIBILITY DETERMINATIONS AND WORKSHOP PLACEMENTS FISCAL YEAR 1995

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Table 1 - Number and percent of persons with employment outcomes receiving post-employment services (PES), and percent maintaining employment, Fiscal Years 1985-1995

Fiscal Year	<u>Persons getting PES</u>		<u>Percent getting PES 1/</u>		<u>Percent maintaining employment 2/</u>	
	Total	Severely disabled	Total	Severely disabled	Total	Severely disabled
1995	20,725	17,106	10.2	11.5	76.2	76.2
1994	22,105	18,203	11.4	13.2	75.2	75.3
1993	21,590	17,817	11.3	13.3	74.8	74.5
1992	20,524	17,080	10.1	12.2	80.3	80.7
1991	19,404	16,098	9.0	11.0	76.0	76.0
1990	19,403	15,704	8.8	10.7	80.7	80.7
1989	17,655	13,961	8.1	9.9	81.2	81.1
1988	14,520	11,033	6.6	8.1	78.2	78.4
1987	12,705	9,429	5.7	7.0	79.1	79.6
1986	11,655	8,544	5.1	6.3	76.5	76.3
1985	10,982	7,998	4.9	6.0	76.0	75.8

1/ Percents are based on the number of persons with employment outcomes by state vocational rehabilitation agencies in the previous fiscal year. They are called utilization rates.

2/ Maintaining, regaining, or advancing in employment is the goal of post-employment services (PES). The percent is based on the number of cases for which PES have been completed or terminated which in Fiscal Year 1994 was 11,454 cases, of which 9,510 were severely disabled.

Note: The figures for FY 1993 shown here are updates of those presented in the previous year's report.

Table 2 Number and percent of rehabilitated persons receiving post-employment services (PES), by type of agency and severity of disability, Fiscal Year 1995

Item	Total	Severity Status	
		Severely disabled	Non-severely disabled
1. Persons getting PES			
<u>Type of agency</u>			
Total	20,725	17,106	3,619
General/combined agency	18,264	14,881	3,383
Agency for the blind	2,461	2,225	236
2. Percent getting PES 1/			
<u>Type of agency</u>			
Total	10.2	11.5	6.7
General/combined agency	9.5	10.6	6.4
Agency for the blind	25.2	25.4	23.4

1/ Percents are based on the number of persons rehabilitated by State Vocational rehabilitation agencies in the previous fiscal year. They are called utilization rates.

Table 3 Number of ineligibility determination reviews conducted by State vocational rehabilitation agencies, and percent resulting in acceptance for services, Fiscal Years 1985-1995

Fiscal Year	Ineligibility reviews		Percent accepted for VR	Percent Pre-accepted-ance 1/	Percent not-accepted for VR	Percent not further considered 2/
	Considered	Completed				
1995	10,883	9,009	3.8	1.5	1.8	92.9
1994	16,053	13,522	3.7	2.2	2.0	92.1
1993	22,792	19,825	2.5	1.7	2.3	93.5
1992	24,660	21,494	2.4	2.3	4.3	91.0
1991	23,551	19,992	2.2	2.5	3.1	92.2
1990	28,214	25,000	2.3	2.2	2.7	92.8
1989	28,531	22,721	2.5	2.6	3.0	91.9
1988	31,807	26,120	2.8	2.3	2.9	92.0
1987	32,210	25,242	2.9	2.7	2.8	91.7
1986	31,294	25,896	2.6	2.1	2.7	92.6
1985	34,837	28,129	2.2	2.3	2.3	93.1

1/ Case review resulted in re-entry into VR process, but no eligibility decision had been made as of the end of the fiscal year.

2/ Review took place, but no further consideration was required for reasons such as person moved, was not interested in services, died, was institutionalized, etc.

NOTE: 1. Percents are based on the number of reviews completed.

2. The figures for FY 1994 shown here are updates of those presented in the previous year's report.

Table 4 Number of Extended employment (EE) reviews conducted by State vocational rehabilitation agencies, and percent resulting in placements into competitive and self-employment, Fiscal Years 1985-1995

Fiscal Year	EE reviews Considered	EE reviews Completed	Percent placed competitively 1/	Percent pre-acceptance/PES 2/	Percent maintained in EE	Percent not available 3/
1995	39,004	37,138	5.3	3.0	81.2	10.5
1994	39,348	37,667	5.4	2.9	83.5	8.2
1993	40,586	38,760	5.4	3.0	83.6	8.0
1992	41,809	40,216	5.0	3.0	83.5	8.5
1991	40,249	38,006	5.3	3.3	82.6	8.8
1990	44,187	41,783	6.0	3.3	81.9	8.8
1989	42,913	40,504	6.7	3.6	80.5	9.2
1988	45,385	43,139	5.8	2.9	80.3	11.0
1987	47,007	43,968	4.7	6.0	80.8	8.6
1986	47,841	43,297	5.0	2.2	83.7	9.2
1985	45,807	41,927	5.2	2.0	83.5	9.3

1/ Case review resulted in placement into the competitive labor market of self-employment.

2/ Case review resulted in re-entry into the VR process or the delivery of post-employment services to maintain workshop employment.

3/ For whatever reason, the individual was not available for a review to take place.

NOTE: 1. Percents are based on the number of reviews completed.

2. The figures for FY 1994 presented here are updates of those presented in the previous year's report.

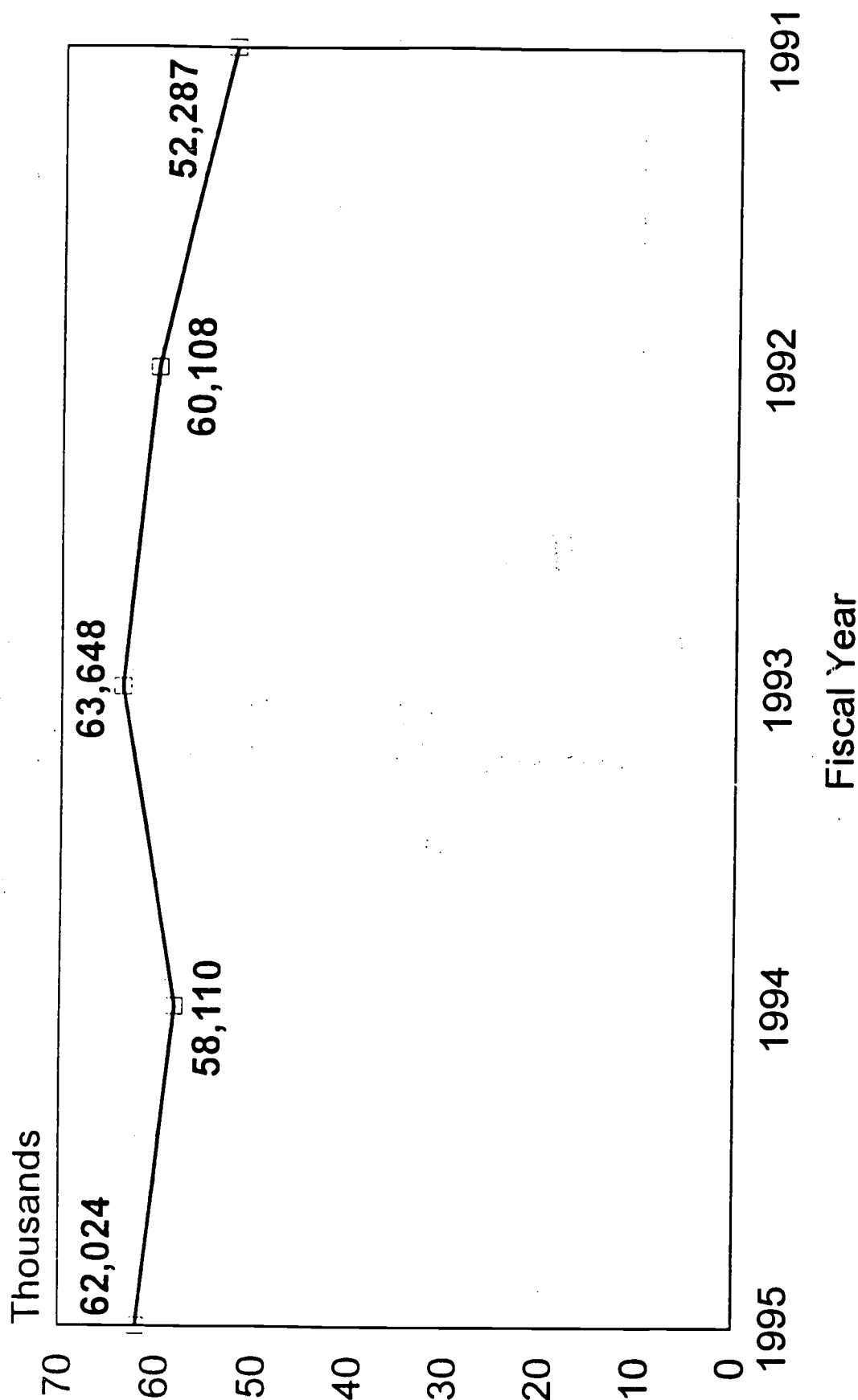


# F

## **Client Assistance Program (CAP)**



**Figure A Total number of individuals served by State CAP agencies, Fiscal Years 1991-1995**



**Figure B Individuals who received routine informational/ referral services and extensive CAP services, FY 1991-1995**

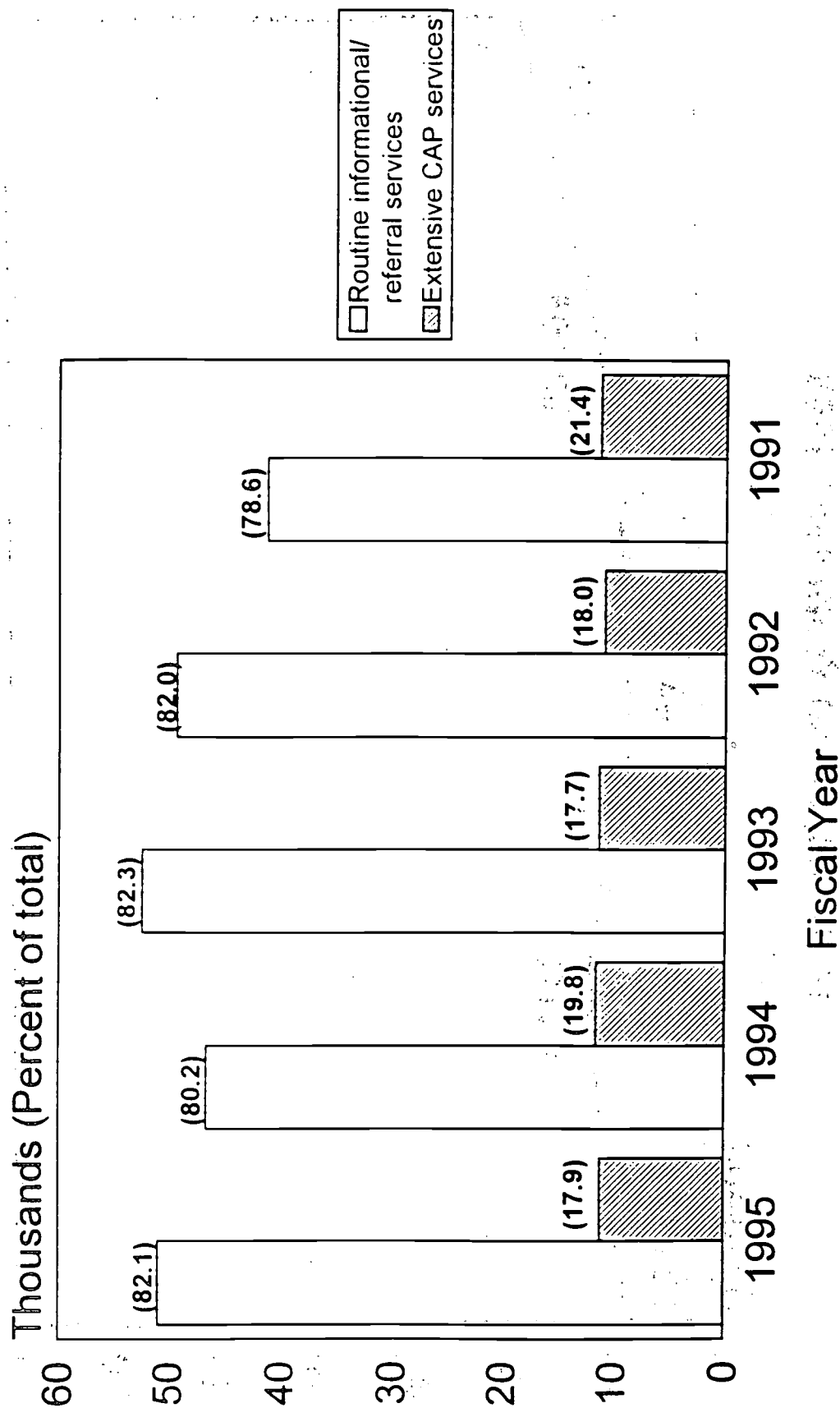


Table 2 Percent distribution of individuals who received extensive CAP services, Fiscal Years 1993-1995

Item	Fiscal Year					
	1995		1994		1993	
	Number	Percent distribution	Number	Percent distribution	Number	Percent distribution
Number served	11,120	100.0	11,492	100.0	11,266	100.0
On hand, Oct. 1	3,054	27.5	3,389	29.5	3,207	28.5
New since Oct. 1	8,066	72.5	8,103	70.5	8,059	71.5
Cases closed during year	7,962	71.6	8,611	74.9	7,933	70.4
Cases pending, Sept. 30	3,158	28.4	2,881	25.1	3,333	29.6

Table 3 Client demographics of individuals who received extensive CAP services: Number and percent distribution, Fiscal Years 1994 and 1995

Program data item	Fiscal Year 1995		Fiscal Year 1994	
	Number	Percent of total	Number	Percent of total
<u>Total individuals who received extensive CAP services</u>	11,120	100.0	11,492	100.0
<u>Age (as of October 1)</u>				
Under 21 years	760	6.8	839	7.3
21-25 years	1,267	11.4	1,493	13.0
26-40 years	4,823	43.4	5,187	45.1
41-59 years	3,727	33.5	3,306	28.8
60-64 years	213	1.9	205	1.8
65 years and over	97	0.9	115	1.0
Unknown/not reported	233	2.1	347	3.0
<u>Gender</u>				
Females	4,934	44.4	5,121	44.6
Males	6,169	55.5	6,348	55.2
Unknown/not reported	17	0.2	23	0.2
<u>Race/ethnicity 1/</u>				
White	8,334	74.9	8,333	76.9
Black	1,708	15.4	1,762	15.3
American Indian/Alaskan Native	190	1.7	193	1.7
Asian or Pacific Islander	331	3.0	254	2.2
Unknown/not reported	557	5.0	450	3.9
Hispanic	790	7.1	526	4.6
<u>Program affiliation 2/</u>				
Applicants/clients of VR	10,531	94.7	10,812	94.1
Applicants/clients of IL	338	3.0	347	3.0
Applicants/clients of Special Projects	155	1.4	169	1.5
Applicants/clients of Community Rehabilitation Programs (Non-VR)	174	1.6	162	1.4
<u>Sources of concern 2/</u>				
State VR agency only	9,508	85.5	9,911	86.2
Other Rehab Act sources only	523	4.7	557	4.8
Both VR agency and other sources (Rehab Act)	1,089	9.8	1,024	8.9
<u>Problem areas 2/</u>				
Information desired	5,070	45.6	4,361	37.9
Client-staff conflict	3,071	27.6	2,900	25.2
Communication related	2,476	22.3	2,742	23.9
Service related	7,069	63.6	6,802	59.2
Related to client's eligibility/application	2,436	21.9	3,247	28.3
Other problems	815	7.3	1,130	9.8
Non-Rehab Act related	639	5.7	444	3.9

See footnotes at end of table.

Table 3 (continued) Client demographics of individuals who received extensive CAP services: Number and percent distribution, Fiscal Years 1994 and 1995

Program data item	Fiscal Year 1995		Fiscal Year 1994	
	Number	Percent of total	Number	Percent of total
<u>Total individuals who received extensive CAP services</u>	11,120	100.0	11,492	100.0
<u>Major disabling conditions</u>				
Visual impairments	1,099	9.9	1,081	9.4
Hearing impairments	604	5.4	665	5.8
Orthopedic impairments	2,634	23.7	2,707	23.6
Absence of extremities	135	1.2	167	1.5
Mental illness	2,040	18.3	2,172	18.9
Substance abuse	636	5.7	638	5.6
Mental retardation	363	3.3	411	3.6
Specific learning disorders (SLD)	961	8.6	1,018	8.9
Neurological disorders	824	7.4	918	8.0
Respiratory/heart conditions	265	2.4	270	2.3
All other disabilities	467	4.2	463	4.0
Traumatic brain injuries	489	4.4	453	3.9
Disability unknown	603	5.4	529	4.6
<u>Types of services provided 2/</u>				
Informational/referral	6,761	60.8	6,174	53.7
Advisory/interpretational	8,185	73.6	8,172	71.1
Mediation/negotiation	5,737	51.6	5,396	47.0
Administrative (informal reviews)	793	7.1	681	5.9
Formal appeals procedures/fair hearings	252	2.3	246	2.1
Legal (judicial/court actions)	71	0.6	61	0.5
Transportation	441	4.0	165	1.4

- 1/ Percentages are not additive because Hispanics are also identified by race.
- 2/ Percentages are not additive because individuals may report more than one type of program affiliation, problem area or service provided.

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# G

## **Applicant/Consumer Appeals**



## APPENDIX G - APPLICANT/CONSUMER APPEALS

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Table 1 Appeals handled by impartial hearing officers (IHO): Number and percent distribution, FY 1995

Appeals handled by impartial hearing officers (IHO)	Number	Percent distribution	
Appeals in process, Oct. 1	266	22.3	--
New appeals since Oct. 1	928	77.7	--
Total available during year	1194	100.0	--
Total resolved during year	967	81.0	100.0
Decisions favoring individual	104	8.7	10.8
Decisions favoring agency	306	25.6	31.6
Appeals resolved not requiring IHO decision	557	46.7	57.6
Appeals in process, Sept. 30	227	19.0	--

Table 2 Appeals handled by impartial hearing officers (IHO): Number and percent change from a year ago, FY 1994 and 1995

Appeals handled by impartial hearing officers (IHO)	Fiscal Year		Percent change from a year ago
	1995	1994	
Appeals in process, Oct. 1	266	214	24.3
New appeals since Oct. 1	928	867	7.0
Total available during year	1194	1081	10.5
Total resolved during year	967	811	19.2
Decisions favoring individual	104	124	-16.1
Decisions favoring agency	306	253	20.9
Appeals resolved not requiring IHO decision	557	434	28.3
Appeals in process, Sept. 30	227	270	-15.9

Table 3 Impartial hearing officer (IHO) decisions handled by State directors of vocational rehabilitation (VR) agencies: Number and percent distribution, FY 1995

IHO decisions handled by State VR directors	Number	Percent	
		distribution	
IHO decisions in process, Oct. 1	34	8.7	--
New IHO decisions since Oct. 1	356	91.3	--
Total available during year	390	100.0	--
Total concluded during year	340	87.2	
IHO decisions not reviewed	178	45.6	
IHO decisions sustained or reversed	129	33.1	100.0
Those favoring individual sustained	28	7.2	21.7
Those favoring individual reversed	11	2.8	8.5
Those favoring agency sustained	87	22.3	67.4
Those favoring agency reversed	3	0.8	2.3
IHO decisions concluded - no Director decision	33	8.5	--
IHO decisions in process, Sept. 30	50	12.8	--

Table 4 Impartial hearing officer (IHO) decisions handled by State directors of vocational rehabilitation (VR) agencies: Number and percent change from a year ago, FY 1994 and 1995

IHO decisions handled by State VR directors	Fiscal Year		Percent change from a year ago
	1995	1994	
IHO decisions in process, Oct. 1	34	26	30.8
New IHO decisions since Oct. 1	356	343	3.8
Total available during year	390	369	5.7
Total concluded during year	340	320	6.3
IHO decisions not reviewed	178	162	9.9
IHO decisions sustained or reversed	129	125	3.2
Those favoring individual sustained	28	32	-12.5
Those favoring individual reversed	11	18	-38.9
Those favoring agency sustained	87	68	27.9
Those favoring agency reversed	3	7	1/
IHO decisions concluded - no Director decision	33	33	--
IHO decisions in process, Sept. 30	50	49	2.0

1/ Percent change not shown for numbers less than 10.

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Table 5A Types of complaints/issues for appeals concluded by impartial hearing officers (IHO):  
Number and percent distribution, FY 1994 and 1995

Types of complaints/issues	FY 1995		FY 1994	
	Number	Percent distribution	Number	Percent distribution
Applicant eligibility for VR/EE	247	25.5	259	31.9
Client eligibility for further services	129	13.3	122	15.0
Nature/contents of IWRP	339	35.1	255	31.4
Delivery/quality of counseling service	23	2.4	13	1.6
Delivery/quality of other services	138	14.3	117	14.4
Cost of services	64	6.6	96	11.8
Nature/quality of rehabilitation closure	93	9.6	66	8.1
All other complaints/issues or complaints/issues not reported	147	15.2	162	20.0

Table 5B Types of complaints/issues for impartial hearing officer (IHO) decisions concluded by State directors of vocational rehabilitation (VR) agencies: Number and percent distribution, FY 1994 and 1995

Types of complaints/issues	FY 1995		FY 1994	
	Number	Percent distribution	Number	Percent distribution
Applicant eligibility for VR/EE	65	19.1	91	28.4
Client eligibility for further services	25	7.4	28	8.8
Nature/contents of IWRP	88	25.9	62	19.4
Delivery/quality of counseling service	5	1.5	3	0.9
Delivery/quality of other services	60	17.6	50	15.6
Cost of services	13	3.8	39	12.2
Nature/quality of rehabilitation closure	36	10.6	19	5.9
All other complaints/issues or complaints/issues not reported	17	5.0	23	7.2

Table 6A Appeals handled by impartial hearing officers (IHO): Number and percent handled with assistance from Client Assistance Program (CAP), FY 1995

Appeals handled by impartial hearing officers (IHO)	Total handled	With CAP assistance	
		Number	Percent of total 1/
Appeals in process, Oct. 1	266	91	34.2
New appeals since Oct. 1	928	392	42.2
Total available during year	1194	483	40.5
Total resolved during year	967	386	39.9
Decisions favoring individual	104	60	57.7
Decisions favoring agency	306	121	39.5
Appeals resolved not requiring IHO decision	557	205	36.8
Appeals in process, Sept. 30	227	97	42.7

1/ Percentages based on total handled for each data element.

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Table 6B Impartial hearing officer (IHO) decisions handled by State directors of vocational rehabilitation (VR) agencies: Number and percent handled with assistance from Client Assistance Program (CAP), FY 1995

IHO decisions handled by State VR director	Total handled	With CAP assistance	
		Number	Percent of total 1/
IHO decisions in process, Oct. 1	34	20	58.82
New IHO decisions since Oct. 1	356	155	43.54
Total available during year	390	175	44.87
Total concluded during year	340	145	42.65
IHO decisions not reviewed	178	71	39.89
IHO decisions sustained or reversed	129	57	44.19
Those favoring individual sustained	28	19	67.86
Those favoring individual reversed	11	6	54.55
Those favoring agency sustained	87	31	35.63
Those favoring agency reversed	3	1	33.33
IHO decisions concluded - no Director decision	33	17	51.52
IHO decisions in process, Sept. 30	50	30	60.00

1/ Percentages are based on total handled for each data element.

G-8

## H

### **Comparison of Economic Gains For Persons Who Achieved Employment Outcomes in Fiscal Year 1995, By Severity of Disability**

APPENDIX H - COMPARISON OF ECONOMIC GAINS FOR PERSONS WHO  
ACHIEVED EMPLOYMENT OUTCOMES IN FISCAL YEAR 1995,  
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**Table 1 - Age at application of persons who achieved employment outcomes in FY 95, by severity of disability**

Age at application	Severe	% of total	Nonsevere	% of total	All	% of total
Under 18 years	11,209	7.1	3,708	7.3	14,917	7.1
18-19 years	14,909	9.4	5,571	11.0	20,480	9.8
20-24 years	19,203	12.1	5,342	10.6	24,545	11.7
25-34 years	40,742	25.6	13,764	27.2	54,506	26.0
35-44 years	37,887	23.8	12,763	25.2	50,650	24.2
45-54 years	19,893	12.5	6,417	12.7	26,310	12.6
55-64 years	8,410	5.3	2,422	4.8	10,832	5.2
65 years & over	6,697	4.3	633	1.3	7,330	3.5
Total	158,950	100.0	50,620	100.0	209,570	100.0
Mean	34.9		33.4		34.6	
Median	33.0		33.0		33.0	

Table 2 - Age at closure of persons who achieved employment outcomes in FY 95, by severity of disability

Age at closure	Severe	% of total	Nonsevere	% of total	All	% of total
Under 18 years	569	0.4	162	0.3	731	7.1
18-19 years	8,262	5.2	2,742	5.4	11,004	9.8
20-24 years	27,942	17.6	9,065	17.9	37,007	11.7
25-34 years	41,026	25.8	13,629	26.9	54,655	26.0
35-44 years	40,796	25.7	13,835	27.3	54,631	24.2
45-54 years	23,159	14.6	7,592	15.0	30,751	12.6
55-64 years	9,788	6.2	2,818	5.6	12,606	5.2
65 years & over	7,428	4.7	786	1.5	8,214	3.5
Total	158,970	100.0	50,629	100.0	209,599	100.0
Mean	36.9		35.4		36.5	
Median	35.0		34.0		35.0	

Table 3 - Employment status in the week prior to application of persons who achieved employment outcomes in FY 95, by severity of disability

Employment status	Severe	% of total	Nonsevere	% of total	All	% of total
Competitive employment	26,736	16.8	12,716	25.1	39,452	18.8
Extended employment	4,497	2.8	117	0.2	4,614	2.2
Self-employment	1,107	0.7	503	1.0	1,610	0.8
Business Enterprise Program	194	0.1	22	**	216	0.1
Homemakers	6,324	4.0	929	1.8	7,253	3.5
Unpaid family workers	260	0.2	69	0.1	329	0.2
Non-worker: Students	21,229	13.4	7,133	14.1	28,362	13.5
Non-worker: Trainees	1,652	1.0	249	0.5	1,901	0.9
Non-worker: Others	96,969	61.0	28,890	57.1	125,859	60.0
Total	158,968	100.0	50,628	100.0	209,596	100.0

\*\* Less than 0.05 percent

Table 4 - Employment status in the week prior to closure of persons who achieved employment outcomes in FY 95, by severity of disability

Employment status	Severe	% of total	Nonsevere	% of total	All	% of total
Competitive employment	131,706	82.9	47,221	93.3	178,927	85.4
Extended employment	8,131	5.1	332	0.7	8,463	4.0
Self-employment	4,042	2.5	1,418	2.8	5,460	2.6
Business Enterprise Program	259	0.2	10	**	269	0.1
Homemakers	14,304	9.0	1,533	3.0	15,837	7.6
Unpaid family workers	480	0.3	100	0.2	580	0.3
Total	158,922	100.0	50,614	100.0	209,536	100.0

\*\* Less than 0.05 percent



Table 5 - Employment status in the week prior to application, by employment status in the week prior to closure of persons who achieved employment outcomes in FY 95, by severity of disability

Employment status at closure (percent distribution)							
Employment status at application	Competitive employment	Extended employment	Self-employment	Business Enterprise Program	Homemakers	Unpaid family workers	Total reporting (N)
<b>SEVERE</b>							
Competitive employment	95.2	0.9	1.8	0.1	1.9	0.1	26,736
Extended employment	78.3	20.3	0.4	**	0.9	**	4,497
Self-employment	44.3	0.6	51.2	0.2	3.1	0.5	1,106
Business Enterprise Program	76.3	2.6	1.5	18.0	1.5	--	194
Homemakers	14.0	0.6	1.9	0.2	83.0	0.3	6,324
Unpaid family workers	60.0	3.5	4.6	--	12.3	19.6	260
Nonworker: Students	90.6	6.3	1.0	0.1	1.8	0.3	21,226
Nonworker: Trainees	85.2	7.1	3.4	0.2	3.3	0.8	1,652
Nonworker: Others	83.0	5.6	2.7	0.2	8.3	0.3	96,925

\*\* Less than 0.05 percent

**Table 5 - Employment status in the week prior to application, by employment status in the week prior to closure of persons who achieved employment outcomes in FY 95, by severity of disability**

Employment status at closure (percent distribution)							
Employment status at application	Competitive employment	Extended employment	Self-employment	Business Enterprise Program	Homemakers	Unpaid family workers	Total reporting (N)
<u>NONSEVERE</u>							
Competitive employment	97.1	0.2	1.7	**	0.9	**	12715
Extended employment	71.8	23.9	4.3	--	--	--	117
Self-employment	45.1	0.2	52.9	0.4	1.2	0.2	503
Business Enterprise Program	81.8	4.5	4.5	4.5	--	4.5	22
Homemakers	30.3	0.2	3.8	--	65.3	0.4	928
Unpaid family workers	65.2	--	1.4	--	5.8	27.5	69
Nonworker: Students	97.4	0.6	0.9	--	1.1	0.1	7132
Nonworker: Trainees	90.8	0.4	3.6	--	1.6	3.6	249
Nonworker: Others	93.7	0.9	2.8	**	2.5	0.2	28878

\*\* Less than 0.05 percent

Table 6 - Earnings in the week prior to application of persons who achieved employment outcomes in FY 95, by severity of disability

Weekly earnings at application	Severe	% of total	Nonsevere	% of total	All	% of total
No earnings	126,673	79.7	37,279	73.6	163,952	78.2
\$1-\$99	11,230	7.1	2,912	5.8	14,142	6.7
\$100-\$199	9,195	5.8	4,679	9.2	13,874	6.6
\$200 or more	11,870	7.5	5,759	11.4	17,629	8.4
Total	158,968	100.0	50,629	100.0	209,597	100.0
Mean weekly earnings	\$37.78		\$53.03		\$41.46	

**Table 7 - Earnings in the week prior to closure of persons who achieved employment outcomes in FY 95, by severity of disability**

Weekly earnings at closure	Severe	% of total	Nonsevere	% of total	All	% of total
No earnings	14,927	9.4	1,639	3.2	16,566	7.9
\$1-\$99	27,161	17.1	2,347	4.6	29,508	14.1
\$100-\$149	21,153	13.3	4,571	9.0	25,724	12.3
\$150-\$199	21,196	13.3	7,383	14.6	28,579	13.6
\$200-\$249	26,815	16.9	11,267	22.3	38,082	18.2
\$250-\$299	14,638	9.2	6,868	13.6	21,506	10.3
\$300-\$399	16,803	10.6	8,462	16.7	25,265	12.1
\$400 or more	16,273	10.2	8,092	15.9	24,365	11.6
Total	158,966	100.0	50,629	100.0	209,595	100.0
Mean weekly earnings	\$199.66		\$262.39		\$214.82	

**Table 8 - Differences in weekly earnings at closure and at application of persons who achieved employment outcomes in FY 95, by severity of disability**

Difference in weekly earnings	Severe	% of total	Nonsevere	% of total	All	% of total
Loss	6,075	3.8	2,119	4.2	8,194	3.9
No difference	19,746	12.4	4,242	8.4	23,988	11.4
\$1-\$49	13,878	8.7	2,368	4.7	16,246	7.8
\$50-\$99	19,320	12.2	3,208	6.3	22,528	10.7
\$100-\$149	20,600	13.0	4,833	9.5	25,433	12.1
\$150-\$199	19,481	12.3	6,567	13.0	26,048	12.4
\$200-\$299	34,790	21.9	14,651	28.9	49,441	23.6
\$300-\$499	19,327	12.2	9,829	19.4	29,156	13.9
\$500-\$999	5,749	3.6	2,812	5.6	8,561	4.1
Total	158,966	100.0	50,629	100.0	209,595	100.0
Mean difference in earnings	\$162		\$209		\$173	

Note: The differences are computed by subtracting the earnings in the week prior to application from the earnings in the week prior to closure for those cases with valid data on earnings.

Table 9 - Hours worked in the week prior to application of persons who achieved employment outcomes in FY 95, by severity of disability

Hours worked	Severe	% of total	Nonsevere	% of total	All	% of total
0 hours	126,673	79.9	37,279	73.9	163,952	78.5
1-19 hours	6,031	3.8	1,981	3.9	8,012	3.8
20-34 hours	11,294	7.1	3,936	7.8	15,230	7.3
35-44 hours	13,693	8.6	6,838	13.6	20,531	9.8
45 hours or more	794	0.5	421	0.8	1,215	0.6
Total	158,485	100.0	50,455	100.0	208,940	100.0
Mean hours worked	5.9		8.2		6.4	

Table 10 - Hours worked in the week prior to closure of persons who achieved employment outcomes in FY 95, by severity of disability

Hours worked	Severe	% of total	Nonsevere	% of total	All	% of total
0 hours	14,979	9.4	1,645	3.2	16,624	7.9
1-19 hours	12,135	7.7	1,125	2.2	13,260	6.3
20-34 hours	44,656	28.1	9,120	18.0	53,776	25.7
35-44 hours	83,501	52.5	37,097	73.3	120,598	57.5
45 hours or more	3,688	2.3	1,637	3.2	5,325	2.5
Total	158,959	100.0	50,624	100.0	209,583	100.0
Mean hours worked	30.0		35.7		31.4	

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**Table 11 - Hourly wage rate in the week prior to application of persons who achieved employment outcomes in FY 95, by severity of disability**

<b>Wage rate</b>	<b>Severe</b>	<b>% of total</b>	<b>Nonsevere</b>	<b>% of total</b>	<b>All</b>	<b>% of total</b>
No earnings	126,673	79.9	37,279	73.9	163,952	78.5
Under \$3	4,976	3.1	813	1.6	5,789	2.8
\$3-\$3.99	2,945	1.9	1,570	3.1	4,515	2.2
\$4-\$4.99	6,372	4.0	2,728	5.4	9,100	4.4
\$5-\$5.99	5,744	3.6	2,854	5.7	8,598	4.1
\$6-\$6.99	3,285	2.1	1,567	3.1	4,852	2.3
\$7-\$7.99	1,983	1.2	927	1.8	2,910	1.4
\$8-\$8.99	1,417	0.9	740	1.5	2,157	1.0
\$9-\$9.99	779	0.5	343	0.7	1,122	0.5
\$10 or more	4,323	2.7	1,638	3.2	5,961	2.8
<b>Total</b>	<b>158,497</b>	<b>100.0</b>	<b>50,459</b>	<b>100.0</b>	<b>208,956</b>	<b>100.0</b>
<b>Mean hourly wage rate</b>	<b>\$1.27</b>		<b>\$1.68</b>		<b>\$ 1.37</b>	



Table 12 - Hourly wage rate in the week prior to closure of persons who achieved employment outcomes in FY 95, by severity of disability

Wage rate	Severe	% of total	Nonsevere	% of total	All	% of total
No earnings	14,927	9.4	1,639	3.2	16,566	7.9
Under \$3	10,977	6.9	1,166	2.3	12,143	5.8
\$3-\$3.99	4,940	3.1	1,458	2.9	6,398	3.1
\$4-\$4.99	31,668	19.9	6,740	13.3	38,408	18.3
\$5-\$5.99	32,365	20.4	10,441	20.6	42,806	20.4
\$6-\$6.99	19,731	12.4	8,143	16.1	27,874	13.3
\$7-\$7.99	12,687	8.0	5,852	11.6	18,539	8.8
\$8-\$8.99	8,505	5.4	4,156	8.2	12,661	6.0
\$9-\$9.99	4,512	2.8	2,177	4.3	6,689	3.2
\$10 or more	18,599	11.7	8,850	17.5	27,449	13.1
Total	158,911	100.0	50,622	100.0	209,533	100.0
Mean hourly wage rate	\$5.86		\$7.08		\$6.15	

Table 13 - Primary source of support at application and closure of persons who achieved employment outcomes in FY 95, by severity of disability

Primary source of support at closure (percent distribution)					
Primary source of support at application	Personal income	Private sources	Public sources	All other sources	Total reporting (N)
SEVERE					
Personal income	90.5	4.8	4.2	0.5	23,306
Private sources	76.0	17.5	5.6	0.9	64,173
Public sources	51.0	4.0	43.5	1.4	59,336
All other sources	66.9	4.9	7.5	20.7	10,155
NONSEVERE					
Personal income	95.3	3.8	0.6	0.3	11,974
Private sources	86.4	12.1	0.6	0.9	23,750
Public sources	85.8	4.3	8.7	1.1	11,056
All other sources	86.0	5.4	1.8	6.8	3,849

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